



Annual Report 2002-2003

The Glastonbury Story



GLASTONBURY, CT
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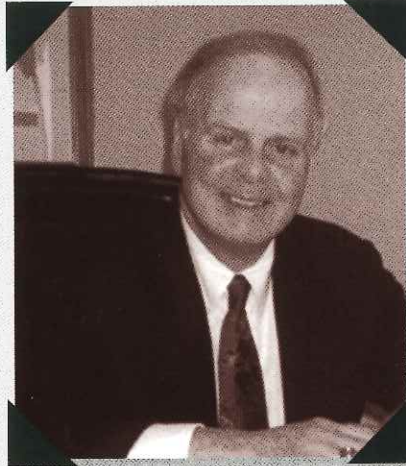


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JOYCE P. MASCENA
TOWN CLERK

Joyce P. Mascena

Dedication



In Memoriam

William S. Rogers

July 1, 1932 – December 1, 2003

Bill Rogers was someone who truly made a significant difference in our community. He was the ultimate example of dedicated service, adhering to the highest of ethical standards. He is referred to by his friends as "one who lived his life with an attention to detail. That gave him confidence and the outcome was almost always successful". He approached everything with enthusiasm. He "never walked away from commitment or difficult circumstances". His patience was inspiring. His family and clients knew he would never let them down.

Bill, his wife, Carolyn and their three sons, William, Jr., John and James, settled in Glastonbury in 1964. He had served in the United States Air Force, completing fighter pilot training and a tour of duty with the 71st Air Refueling Squadron, SAC, during the height of the Cold War. Following his honorable discharge he got his J. D. Degree, from the University of Connecticut School of Law. He was admitted to the Connecticut Bar and eventually became a partner with Tyler, Cooper and Alcorn.

As a citizen of Glastonbury, Bill participated in Civic and Youth Activities. He served as member and Chairman of the Economic Development Commission from 1965–1969; member and Chairman of the Town Council from 1969–1974.

During his term as Chairman of the Town Council, the Youth Services Commission, the Fine Arts Commission, Commission of Aging, and Dial-A-Ride were established. Health care programs, commuter bus service, and the Conservation Commission were expanded and

strengthened. A comprehensive revision of Zoning Regulations was adopted, and the Conflict of Interest Ordinance was strengthened. A Group Home Regulations under which the ABC Home was passed and later established. The Management Study of the Town & Education Administrations was implemented and taxes were frozen for the first time in 1973.

Bill was an officer, director and referee for the Glastonbury Youth Hockey Club from 1975–1982 and a certified USA Hockey referee from 1981–1997. He received the Distinguished Service Award from the Glastonbury Jaycees in 1968 and was named Republican of the Year in 1996.

As Town Attorney for Glastonbury from 1975–1997, Bill, together with members of his law firm, received significant results for the town. They garnered a consent decree in a suit filed by the United States Justice Department for alleged violations of the Fair Housing Act. A series of State and Federal lawsuits for the Town of Glastonbury v. the Freedom of Information Commission, were successfully negotiated in favor of the town.

After he retired in 1997 Bill remained behind the scene providing wisdom and counsel to all who followed in his path. We are grateful for Bill's strength, courage, discipline, loyalty, ethics, and wonderful sense of humor. He leaves Glastonbury a better place for the life he lived – that of devotion to family, friends and community.

Written by Marti Curtiss



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Our Town

Location

Glastonbury is located ten miles southeast of Hartford, southerly of Route 3 and easterly of the Connecticut River and Interstate 91. It is served by the Hartford County Regional Planning Agency and the Capitol Region Council of Governments.

Area

52.5 square miles, 33,600 acres.

Population

Approximately 31,922

Land Use

Principally residential (approximately 60% of land area) with suburban to rural densities, geographically compact commercial/employment district (approximately 15%) and significant open space comprising of water company, State forest and Town lands (25%).

Form of Government

Town Council, Town Manager, Board of Finance.

Town Hall

2155 Main Street
Glastonbury, Connecticut 06033
Located one quarter mile south of Hebron Avenue on the west side of Main Street.

Tax Rate

28.75 mills July 2003

Number of Voting Districts

Eight

Net Grand List

On October 1, 2002
\$2,881,357,840

State Representatives

Sonya Googins (R)
240-8700

Christopher Stone (D)
240-0400

State Senator

Mary Ann Handley (D)
240-8600

U.S. Congressman

John Larson (D)
278-8888

U.S. Senators

Joseph Lieberman (D)
240-3566

Christopher Dodd (D)
240-3470

Town Government

Town Manager
Richard J. Johnson

Town Council

Susan Karp, Chairman
Whit C. Osgood, Vice Chairman
Carol H. Ahlschlager
Kurt P. Cavanaugh
Marti Curtiss
Walter J. Cusson
Kevin P. Graff
Thomas J. Kehoe
Barbara Wagner



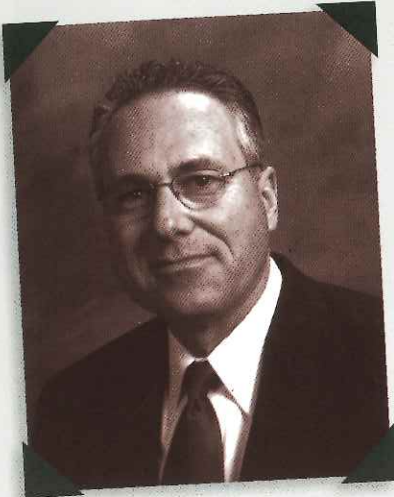
Front row: Marti Curtiss, Carol Ahlschlager, Susan Karp, Barbara Wagner.

Rear: Whit C. Osgood, Kurt Cavanaugh, Walter J. Cusson, Kevin P. Graff, Thomas Kehoe.



Our Town

Message from the Chairman



Walter J. Cusson,
Chairman, Town Council

After four years as Chairman of the Town Council, I am proud to point to many important accomplishments that have improved the quality of life in Glastonbury.

First and foremost is the successful passage of the Riverfront Community Center that will provide critical services for our seniors, youth, and families. For too long, the need for these services was unfilled and unaddressed. Over the long term, additional improvements to riverfront site will make the area a true highlight of the community. The development of walking trails continues and there are plans to secure funding to ensure that a lighted baseball field will be included in the park.

Another highlight of the past four years is the successful effort to upgrade Glastonbury High School. Long overdue and important to our educational reputation, this project will take several years to complete but will help ensure that Glastonbury remains one of the strongest communities when it comes to providing a quality education for our youth.

A new upgrade to our sewage treatment plant was supported by the voters in November of 2003. The project will guarantee that the plant operation is modern and suitable for 21st Century needs. While the total cost of the project is approximately \$28 million, we are fortunate that state grants, low interest loans, and cash reserves of the sewer sinking fund will dramatically offset the cost of the project to the taxpayer.

The voters continue to express their strong support for open space preservation through repeated bond authorizations. These referenda allow the town to be a competitive negotiator when open parcels of land become available. The ability to acquire and preserve open space allows us to maintain the character of Glastonbury while helping to curb residential growth.

While we have been able to make significant progress, there is still much more to be done. There is a need for elementary school space that must be resolved soon, whether it be by utilizing existing space or by building a new school. It is critically important that we always balance new project and initiatives with the community's ability to pay. Maintaining a reasonable tax rate for all Glastonbury residents, especially those with limited means will be our biggest challenge.

The accomplishments of the last four years are not attributable to any one individual or elected body. I would like to thank the entire staff of the Town of Glastonbury, especially Town Manager Richard Johnson, for their tireless efforts on behalf of the citizens of our town. In addition, I would like to express appreciation to the elected members of the Board of Education and their employees. Lastly, I want to recognize the countless volunteer hours contributed by members of the community. Whether it is through serving on a local board or commission, volunteering with the PTSO, or working with a local service club, these dedicated individuals are what Glastonbury is all about.

Walter J. Cusson
Chairman, Town Council
2002-2003

Vision Statement

Building on over 300 years of tradition and heritage, Glastonbury continues to balance the preservation of its natural resources with the evolving needs of our community. Through positive community partnerships, careful planning, and professional management, we are committed to the highest levels of responsible and equitable service, integrity, and fiscal responsibility. Ongoing innovation, regional cooperation, and effective leadership will ensure that Glastonbury will always be a great place to live, learn, work, and do business.



Our Town Town Manager's Report



Richard J. Johnson, Town Manager

Dear Glastonbury Resident,

I am pleased to have this opportunity to comment as part of this year's annual report. As you will read on the following pages, the past year was productive and successful. A number of our successes are summarized below.

- The High School expansion and renovation project and Riverfront Community Center were successfully presented at referendum in November 2002. Design is well underway with construction scheduled to begin in 2004.
- Relocation of Phelps Street is approved and ready for construction over summer 2003. This project will link town owned riverfront properties off Phelps Street and Welles Street and create a larger, contiguous riverfront park. This project is made possible through land acquisitions approved in 2002 and will create the site for the new Riverfront Community Center.
- The 2002 Annual Town Report was designated "Best In State" by the University of Connecticut and once again Glastonbury received the Government Finance Officers Association "Distinguished Budget" and "Excellence in Financial Reporting" certificates. Glastonbury was also recognized as a Connecticut ReLeaf Community for its street tree planting program. The Welles-Turner Library was ranked in the 97th percentile under a National Public Library Rating Index of 9,000 public libraries across the country.
- Approximately \$3 million in state and federal grants were received over the past year. These grants supported a variety of Town projects and initiatives including youth Substance Abuse Prevention programs, tree planting, Local Emergency Management planning, Police Department equipment, regional electronics recycling, injury prevention for senior citizens, hiking trail construction at the Welles Street Park, evening and weekend Senior Service activities, and the list goes on.
- A number of important infrastructure improvement projects were completed on time and within budget over the past year. Town staff are successfully managing approximately 50 Capital projects totaling in excess of \$150 million. This includes schools, bridges, roads, parks, sidewalks, buildings, playgrounds, and improvements to the Town-owned Minnechaug Golf Course.
- Work on the new Hilton Garden Inn is nearing completion and on schedule for a fall 2003 opening. This beautiful facility will serve Glastonbury and the surrounding area for many years to come.
- Staff continues to look for ways to improve the efficiency and effectiveness of Town operations. These efforts throughout the organization improve service and reduce costs by thousands of dollars annually.

Over the coming year, high school and community center construction will begin, land preservation will continue to be a high priority, work to resolve elementary school space needs will continue as a priority, and future uses for the Academy School complex considered. Efforts will also continue to market and develop the Gateway Corporate Park in the community's best long term interest, and work finalized for presentation of a comprehensive Wastewater Treatment Plant upgrade at referendum. We will also continue to work to provide the highest levels of efficient and effective services and quality programs and facilities.

In closing, I want to express my sincere thanks and appreciation to the professional staff, board and commission members, residents and others who consistently dedicate their time, efforts and talents on behalf of the community. With the successes and accomplishments of the past, Glastonbury is well prepared to effectively meet the challenges and opportunities of the years ahead.

Richard J. Johnson
Town Manager



Our Town

Town Attorney

Brown, Paindiris & Scott, LLP represented the Town of Glastonbury with a steady hand during the past year. We counseled the Town in numerous matters involving charter issues, land use issues, establishment of committees to respond to state and local emergencies, and a variety of contractor contracts, especially with respect to the Community Center. During this time we have actively worked with the Town to formulate a comprehensive Ethics Code to provide greater accountability to the people we serve as well as assist the Council in presenting a referendum on the Citizens Initiated Code of Ethics. We have also provided guidance to the Town with respect to the issuance of several million dollars in new bonds for improvements to the sewer system.

As a result of recent re-evaluation, the town has been made a party to over 20 tax appeals from mostly commercial property owners. We are currently in the process of defending and resolving such appeals.

The attorneys of Brown, Paindiris & Scott, LLP wish to thank the professional and dedicated staff of the Town of Glastonbury for making this past year enjoyable. Our daily interaction with one another was always courteous and professional. We look forward to continuing to build our relationship.



Nick Paindiris, Town Attorney

Probate Court

The Connecticut General Statutes define a broad jurisdiction for the probate courts. These include services to mentally ill and incapable adults as well as adults with mental retardation; guardianship of the estate and person of minors; terminations of parental rights; adoptions; paternity matters; changes of name; marriage waivers; decedents' estates; trust estates and performance of marriages. The court also processed more than 1000 passport applications during the year.

During the past year, the Connecticut Probate Court System has continued to undergo transition as the State considers, and reconsiders, the phase out the Succession Tax. The Spring 2003 Legislative session has prolonged this transition in response to the State's financial crisis, with the result that the succession tax for estates passing to non-lineal descendants (e.g., cousins, nieces and nephews, aunts and uncles) and to strangers has been extended for several years, and the threshold at which a tax is imposed lowered. Spouses and children continue to be exempt from the Connecticut Succession Tax regardless of how much they inherit.

As your elected Judge of Probate, I have continued to serve both Glastonbury and the state-wide probate system as well. In April 2003 I was elected President-Judge of the Connecticut Probate Assembly, and as such I have continued to serve on the Connecticut Probate Assembly's Executive Committee. In addition, I have continued to serve on the Assembly's Regulations Subcommittee, which works with the Probate Court Administrator in drafting regulations to implement new state statutes.

Late in the 2002-2003 Fiscal Year the Connecticut Bar Association Estates and Probate Section released a task force report which recommended significant changes in the probate court system, including requirements that judges be attorneys, that courts be open a minimum



Donald L. Hamer, Judge of Probate

number of hours per week, that courts serve a minimum population size, among others. Judge Cynthia Becker of Avon and I addressed the Board of Governors with respect to the Probate Assembly's position on the findings. Rather than approve the findings of the Task Force report, the CBA Board of Governors voted to "receive" the report and to work collaboratively with the Probate Assembly in exploring any differences between the two groups and, hopefully, being able to arrive at some joint recommendations to the General Assembly.

The Glastonbury Probate Court continues to be financially healthy and shows every indication of remaining so. The same cannot be said for all 123 courts in the probate system (down from a high of 133 several years ago). The rising costs of health insurance which affect so many businesses and individuals also haunts the courts, with just under one-half of the probate courts now draining more money out of the Probate Administration Fund than they replace into it. As some smaller courts consider consolidation due to financial considerations, it remains to be seen what, if any, role the Glastonbury Probate Court will play in such mergers.

The Court staff remains the same as last year, with Ms. Esther Buffington as Chief Clerk of the Court, Ms. Patricia M. Kepler as the Assistant Clerk, and Ms. Janice K. Prior as second Assistant Clerk for the processing of passports and other court-related duties.



Our Town Board of Education

We have successfully completed another academic year in the Glastonbury Public Schools. What distinguishes our school system from others is our dedication to planning, our ability to set priorities, and our willingness to stay the course. Our central task is to help prepare students to thrive at a time when the future arrives faster than ever. The areas of focus for the 2002-2003 school year which follow are evidence of our commitment to maintain a strong quality program for Glastonbury.

Second Generation Strategic Plan

The Second Generation Strategic Plan was approved with goals that will provide the framework for Glastonbury Public Schools over the next few years. These are:

- Set and articulate high expectations of achievement for both students and staff.
- Enhance and expand effective internal and external communication.
- Strengthen professional development and support for teachers, administrators and staff.
- Actively recruit and retain the best teachers, staff, and administrators.
- Integrate technology into the processes that enhance student learning and manage the business of learning.

Quality Staff

Perhaps the most important internal, system-wide trend is the changing face of our teaching and administrative staff. A key component to quality education is

the development and maintenance of quality staff, and we are unwavering to be active connoisseurs of teaching talent. Over 30% of the teaching staff has been in Glastonbury for three years or less. All potential candidates go through a rigorous and demanding interview and selection process, and frequently comment that they chose Glastonbury after meeting our impressive teaching and administrative staff. The value of high quality teachers and administrators is indisputable. We will continue through university partnerships, outreach efforts and recruitment to secure the "best" for Glastonbury.

We value the partnerships we continue to forge with parents, as these are crucial to our success. We thank our parent community for their ongoing active involvement and support.

Glastonbury High School Graduate Plans – Class of 2003

Over 92% of the Class of 2003 enrolled in 2 or 4-year colleges and universities. 42% of the Class of 2003 enrolled in 2 or 4-year colleges/universities within Connecticut with the University of Connecticut continuing to be the higher education institution of choice. Top schools our students will attend: Yale, Georgetown, Brown, University of Pennsylvania, US Military Academy, University of Chicago, University of North Carolina at Chapel Hill, University of Virginia, Boston College, Holy Cross, New York University, Notre Dame, Syracuse, Wake Forest, Middlebury College, Trinity College, and Wellesley.

Participation in Interscholastic Sports

With league championships in 7 sports during 2002-2003 and a state championship in Ice Hockey, Glastonbury High School sports teams distinguished themselves this school year. More importantly,



over 79% of GHS students participated in athletics with 1,399 students playing on at least one of the 60 ninth grade, JV or Varsity teams. In addition, at Smith Middle School the interscholastic program of cross-country running for girls and boys was successful.

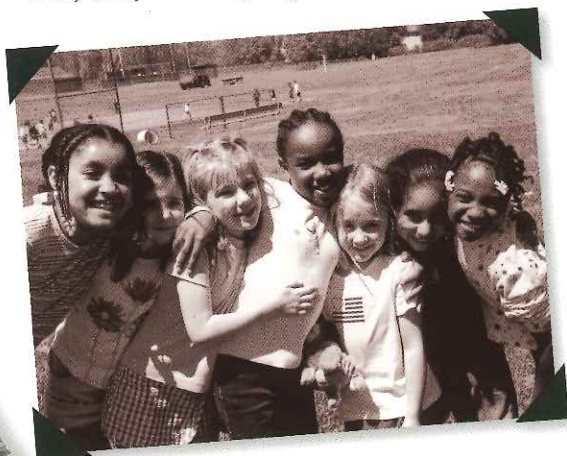
Graduation Requirements For The Class Of 2006

The Board of Education approved graduation requirements for the Class of 2006 which include the completion of 21 credits and defined student performance expectations in reading, writing and math problem solving. A graduation requirement related to technology will begin with the Class of 2007, our incoming freshman.

Test Results

93% of Glastonbury High School's 2003 graduates (415 students) took the SATs (Scholastic Aptitude Tests) and this rate of participation was far above the state and national averages. The Verbal score of 537 and the Mathematics score of 552 are also far higher than the Connecticut and the national average.

On both the 2002 Connecticut Mastery Tests (grades 4,6,8) and the 2003 Connecticut Academic Performance Test (grade 10), Glastonbury students also scored well above the state and national averages.



GHS Referendum Passes On November 5, 2002

The Glastonbury Community voted for the passage of the referendum for the addition/renovation of Glastonbury High School. This complex \$48 million dollar project (\$36 million after reimbursement), has begun with work on design reviews.

Drug and Alcohol Prevention Committee

The ad hoc Drug and Alcohol Prevention Committee, comprised of staff, parents, students and community members convened on March 31 to respond to the Board of Education's request for analysis and actions on the issue of drug and alcohol abuse by students. The Glastonbury Board of Education charged the administration with appointing a committee to supplement our present preventive efforts and to promote responsible behavior in our students with emphasis on drugs and alcohol. Both additional preventative measures and a broader range of consequences to deter inappropriate behaviors should be investigated.

Through a series of meetings and research, the committee concluded their work with six priorities:

1. Provide more and earlier parent education.
2. Plan for more opportunities for younger students to hear from older students.
3. Establish a SADD (Students Against Destructive Decisions) chapter.
4. Consider loss of parking privileges if a student is arrested for drinking, possession of alcohol or drugs, or for drinking and driving on the weekend.
5. Establish consequences for drug/alcohol use, like those imposed on athletics, for students in after-school programs and clubs.
6. Consider reinstating Safe Rides.



Since the Committee concluded their work, the staff, students and parents at GHS initiated four of the six priorities to begin in September 2004. These include Safe Rides, SADD Chapter at GHS, Loss of Parking Privileges if student is arrested for drug/alcohol matters and more activities for younger students to hear from older students.

Magnet School Programs

The East Hartford-Glastonbury K-5 Magnet School, one of the first magnet schools in the state has maintained its strong program of science, technology and global studies with a focus on the language and culture of Japan. With 100 students from Glastonbury attending this school, planning has begun for building a new facility located on the grounds of Rentschler Field in East Hartford.

Two Rivers (5 town) Middle Magnet School has over 70 Glastonbury sixth and seventh graders who attended this unique program during the first year of operation in 2002-2003. Next year the school will expand to 8th grade and Glastonbury anticipates over 100 students attending the program.

At the high school level, Glastonbury students attended both the Learning Corridor for Math, Science and the Arts and a new opportunity at the Great Path Academy at Manchester Community College. Each of the magnet schools offers a different and unique option for Glastonbury students.

Safety and Security

Keeping our children safe and ensuring that we have the knowledge, tools, and capacity to protect them in the face of crisis, natural disaster or acts of terrorism is a shared responsibility.

A comprehensive Crisis Management Plan and Incident Protocol Guidelines has been developed. Distribution of the documents is underway as is training.

This year, our elementary schools were equipped with security cameras that will allow us to monitor both interior and exterior areas of the schools. In addition, our buses are now equipped with a device called a Child Safety Reminder, that requires drivers to walk to the back of the bus to disengage a buzzer before they are able to remove the keys from the ignition.





Human Services

Parks and Recreation

The Parks and Recreation Department and Fine Arts Commission continue to provide a wide variety of recreation opportunities which work to enhance the quality of life in Glastonbury. Town sponsored programs, public parks and open space work together to meet the diverse needs and interests of the community and its members.

Several park improvements were completed this year. With financial support and assistance for the Glastonbury Rotary Club, a new fully accessible playground was installed in Addison Park. The Naubuc School PTO also replaced its large children's playscape. Both play areas are used by the public in conjunction with other recreation facilities available on site.



Scott Petow, Park Maintainer, helps keep our athletic fields in tip top condition.

A bullpen was built at the new baseball field at the Smith School. We are grateful to the Glastonbury Little League for their donation which made the improvement possible. At the nine hole Minnechaug Golf Course, new paved cart paths were built and new granite tee markers were installed. Both improvements have been favorably received by the golfing public.

A Master Plan of Conservation and Development was adopted for the 45 acre Town-owned land on Welles Street that borders the Connecticut River. The plan

includes areas for both active and passive recreation, as well as, conservation. Active recreation facilities include a fairgrounds, walking trails, lighted baseball field, athletic fields, and a covered picnic shelter. The Town is in the process of preparing documents needed to obtain state and local approvals for the project. On an adjacent parcel, the Town is preparing for the construction of a new 21,000 s.f. community center. Scheduled for a late 2004 opening, the center will be an anchor for the extension of the riverfront park north to Naubuc Avenue. Additional plans are being developed for an extension of the riverfront park. Opportunities for waterfront recreation including a boat house, canoe/kayak launch and excursion boat dock are under consideration. Picnic areas, a river walk, great lawn, children's playground, amphitheater, and outdoor skating area are also envisioned.

The new teen center at the former Academy School has begun to thrive. Over 5,000 individual visitations were made, and the after school bus from Gideon Welles and Smith schools has been extremely successful. The collaboration effort with GLAD, the Town's substance abuse prevention council, has resulted in a second year of funding, \$100,000, from the Drug Free Communities Grant Program. Activities at the teen center are complemented by the skate park which just completed its first full year of operation. Expanded recreation opportunities for teens have been a significant focus and accomplishment this year.

Other programs for residents of all ages continue to be well received. A summer that included over thirty days of 90 degree weather kept the staff at the outdoor pools hopping. A cold winter created ideal conditions for ice skating at Town maintained skating ponds. Summer camps including Awesome Adventures, Camp Sunrise, Music & Arts Camp,



The pure joy of catching a fish.

Playgrounds, Volleyball and Basketball Camp, Gymnastics, and Mini Hawks attracted over 2,600 registrations. Over 2,400 children's swim lessons were taught, and the Winter Swim Team had a whopping 197 swimmers! Special events including the Summer Music Series, Fishing Derby, Santa's 3.5 Mile Run, and Senior Citizens' picnic, continue to be popular.

As the Town's population continues to grow, the department is challenged to meet the increased demand for recreation services. Virtually all of the Town's youth sports programs have expressed interest



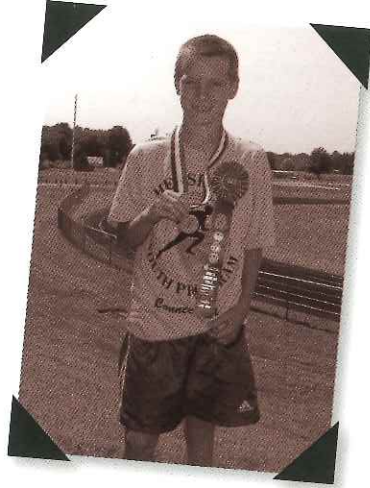
The Awesome Adventures Camp encourages teens to reach new heights.



Human Services

in having additional lighted athletic fields. The indoor pool at the high school is fully programmed and used to its maximum potential. Indoor facilities are needed, particularly during the daytime hours, for programming. Additional park land is needed for the development of active recreation areas. The Recreation Commission has updated the Plan of Development for Parks and Recreation. The plan is used to guide the systematic development of program and facilities.

As budget pressures mount, the Department continues to be diligent in its efforts to provide programs and services in a cost effective manner. Increased emphasis is also being placed on revenue generating activities while keeping programs affordable for all.



John Kramer, National Champion in the boys age 9-10 standing long jump, in Hershey, PA.

Looking ahead, several projects are planned for implementation within the next 12-18 months. The Rotary Club and Town Center Initiatives are working with the Town to create a trail head and pedestrian access to the riverfront park from Main Street across from Rankin Road. The Hopewell School PTO has plans to install a new children's playscape. A multi-year initiative to replace outdated spectator seating and baseball backstops has begun. Last, but not least, we look forward to the opening of the new community center in late 2004.

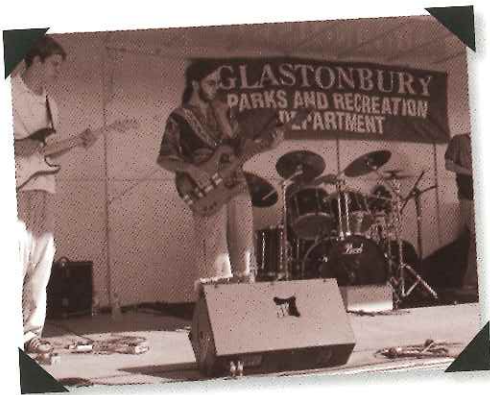
Many thanks to the dedicated staff, boards and commissions, community service clubs, private businesses, donors, and volunteers, whose contributions make Glastonbury a great place to live, learn, work and do business.

Social Services

The Social Services Department strives to promote the well-being, self-sufficiency and quality of life among Glastonbury residents. The department develops and administers various programs and initiatives which provide individuals and families with the necessary support and opportunities to realize their fullest potential. The department's Administrator serves as the Staff Liaison to the Human Relations Commission, which is charged with investigating complaints of illegal discrimination in the workplace, housing and education. No complaints were received by the Commission during fiscal year 2002-2003.

The Social Services Department's accomplishments during FY. 2002-2003 include:

- Implemented Expanded Local Elderly Tax Relief Program which increased participation 31% or 19 additional residents.
- Expanded community wellness programming offered to families by offering healthy cooking and tasting demonstration to Welles Village tenants.
- Began automation of Energy Assistance Program by connecting to statewide Energy Assistance Program data bank.



Aspiring musicians at the "Battle of the Bands."



Naubuc School children with their food collection for the Food Bank. Photo by Brian Ambrose Photography.



Human Services

Senior Services

The Senior Services Department operates as a community focal point for the coordination of multi-purpose services and programs, for Glastonbury seniors who are living independently or with families in the community. The department services town residents age sixty years old and over, in order to promote independence, personal enrichment and an enhanced quality of life.



Attending the Senior Beach Party in February were, seated: Doris & George Larson, along with Barbara & Dan Turgeon.



L to R: Nancy & Jack Manten with Warren Bristol, cooking for the hungry crew at the 4th of July Elk's Club picnic.

The Senior Services Department provides a wide variety of services and programs to Glastonbury's older residents. The Dial-A-Ride program provides accessible in-town transportation for seniors and disabled adults. The department also offers seniors a nutritious lunch program Monday through Friday. The Senior Outreach Program helps frail and homebound seniors access the information and services needed to remain independent in the community. A variety of town sponsored cultural, recreational and wellness programs are offered at the Senior Center and at various locations throughout the town. The Friendship Circle is a program for frail seniors which offers stimulating mental and physical activities in a structured, supervised setting. Information on services and programs for seniors is available through a monthly informational newsletter, The Sharing Tree, which is distributed to approximately 1800 Glastonbury households.

The Senior Services Volunteer Program helps the community face the challenge of providing necessary services with limited resources. Approximately 125 volunteers donate their time and talents to offer a wide of services that benefit the Glastonbury seniors.

Some of the Senior Services Departments accomplishments of the past fiscal year include the following:

- Provided Elderly Outreach Services to 869 seniors and their families. This program assists seniors in maintaining their physical, social and financial independence by providing information, referral, and in-home support services to seniors and their families.
- Offered supportive service to caregivers through monthly support group meetings in conjunction with Health Department Nurse.
- Provided in-home, individualized recreational opportunities to frail seniors. Initiated SMILES Programs-on-Wheels.
- Expanded intergenerational programming and offered a variety of opportunities such as intergenerational billiard tournaments and instruction; craft and bingo afternoons; Help A Child Read Program; and "Helping Hands."

Volunteering their time, Rose Sardella (at left) and Theresa Melzen pack bags for the Greater Hartford Marathon.





Human Services

Youth & Family Services

Glastonbury Youth and Family Services coordinates, supports, and delivers services to youth and families in Glastonbury with children and young adults under twenty-one years of age. Our mission is to serve Glastonbury youth and families by striving to excel client expectations by providing positive development opportunities to empower youth and their families.

Youth and Family Services has three departments: Clinical, Outreach and Creative Experiences.

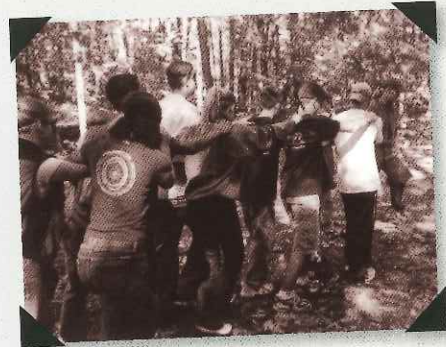
This year, The Outreach Services Department included this year a variety of programs and is now utilizing the Ropes Course in their program. The High School Outreach Services program has serviced over 1,000 youth utilizing a Peer Education program. In the future, Glastonbury Youth and Family Services will also be doing peer mediation for the school system. The Middle School Outreach worker does immediate counseling, mediation, Ropes program and homework clubs. Outreach Services also runs a twelve-month leadership and computer training program for Welles Village youth called WACY (Welles Village Activity Council for Youth).



Members of the Glastonbury Youth and Family Services Peer Educators.

Clinical Services has provided services for 828 individuals and 363 families and conducted 14 groups and 43 presentations. Clinical Services has offered quality parenting presentations which included: Parenting Your Elementary School-Age Child; Parents of Adolescents Support Group; Hold on Loosely – Parenting Your sixth Grader; Challenging Behaviors: Developmental Themes and Problem Solving (Dr. Paul Dworkin); A Parenting Bag of Tricks: Creative Strategies to Nurture Resilience (Lissie Brooks); Day-to-Day Discipline with Adolescents: Cash, Curfews, Cars, Clothes, Cohorts, C's (grades), Chores (Phil Muisener); Attention Deficit Hyperactivity Disorder (ADHS): Current Knowledge About Diagnosis, Treatment, Gender Differences, Course and Outcome, (Carol Gammell); Fatherneed: The Unexpected Impact of Involved Fathers on Children, (Dr. Kyle Pruett).

Creative Experiences offered three dramatic presentations, the fall musical, *The Fantastics*; spring production, *Celebration of the Lion King*; (performed by the Peter Pan Players), and the summer musical, *Children of Eden*. *Odyssey of the Mind* took first place in the state competition and attended the International Competition in Iowa coming in 17th in the world. Creative Experiences Haunted House at Academy served over 1,000 youth and their families. The Youth Services Action Group (YSAG) gives service to the community by being involved in over 100 community projects and services. Other programs sponsored by Creative Experiences include *Pass It On*, a community television program run by youths; and *Double Take*, an improvisational theater group.



Members of the Glastonbury Youth and Family Services partake in Peer Education Training.

Glastonbury Youth and Family Services Commission continues to be of support for the staff and their work with youth and their families. Among their guest speakers were: Barbara Wagner, Glastonbury Town Council, and David Blumenkrantz, Ph.D.

This year their main task was to complete and present a "State of the Youth Report" to the Glastonbury Town Council on December 6, 2002. The report gave the Town an overall view of the needs of youth and families in the Glastonbury community and related how the Y&FS staff works in collaboration with each other and other groups and individuals to meet those needs.



Human Services

Welles-Turner Memorial Library

The Welles-Turner Memorial Library continues to offer a variety of programs and services to help inform, educate and culturally enrich community members of all ages.

The Library collection contains approximately 150,000 items, including books, magazines, newspapers, videos, DVDs, and talking books/CDs and museum passes. There are 15,658 registered borrowers, approximately 47.5% of Glastonbury's population. During the year 300,068 people visited the Library.

Summer is a busy time. This year's Summer Reading Program, "Feed Your Need to Read" attracted 1,263 participants (969 children, 138 teens and 156 adults.) Everyone enjoyed reading as well as the various programs planned for all ages.

iBistro, our new and improved online public access catalog, was unveiled in the Fall. It allows users to view their record, renew materials, and place holds from a computer in the Library or from their own homes.



Children's Librarian, Renee Pease, sharing a story at a "Rain or Shine" story time.



Mother Goose visits the Welles-Turner Memorial Library.

With some help from the staff in the Children's Department, Girl Scout Troop 840 organized a Large Print Children's Book Campaign. They received a mini grant of \$100 for the Second Century Fund as seed money for their project. The girls selected the books for the first order, designed a spine label and book plate, and helped organize, publicize and shelve the books. Currently there are 25 titles in this collection and they circulate like wildfire!

In April the Library participated in the *World of Words* (WOW) Program, a Connecticut Center for the Book program. The WOW program features the culture of a different country. This year Glastonbury focused on China. Many programs, including origami classes, wok cooking and others were held.

The Library staff continued to coordinate the successful Glastonbury Reads A Book (GRAB) program, started last year. This year's selection, *A Stranger in the Kingdom* by Howard Moshier, culminated on May 1, 2003 with a visit from Howard and Jay Craven, film director of the movie by the same title. Mr. Craven provided

the audience with an entertaining overview of what it took to turn the book into a movie.

The Library Director serves as liaison to the Library Board, Friend of the Library and the Second Century Fund.

Other highlights:

- Circulated 531,093 items, 15% more than last year.
- Children's Librarian conducted two (2) successful orientation programs for first and second grade teachers.
- Adult Services Librarian planned and set up the Glastonbury Room (local history) with help from staff and community members.
- Introduced Customer Service Standards for staff to use.

Library hours are:

Sunday: 1 – 5 p.m. (Sunday after Labor Day – Sunday before Memorial Day)
Monday, Tuesday, Thursday: 9 a.m.–9 p.m.
Wednesday: Noon–9 p.m.
Friday: 9 a.m.–6 p.m.
Saturday: 9 a.m.–5 p.m.



Human Services

East Glastonbury Public Library

Affectionately known as The Little Red Library, it is situated at 1389 Neipsic Road, next to Eastbury School. The Library was founded in 1960 by a group of parents of the children attending Eastbury School, because the new school did not have its own library, as did all of the other elementary schools in town. It is governed by a Board of Directors. The building was built in 1889 as a one-room school, without a foundation. In 1900 a second room was added and a foundation was put under the enlarged school. Eight grades were taught here, four grades and one teacher in each room. The school was heated with a wood stove, the wood being furnished by the farmers who had children in the school. If one father was delinquent in furnishing his share of the wood, his child was seated farthest from the stove. It was an elementary school until Eastbury School was occupied, then for a brief time it was used by the Vo-Ag department of the high school. They raised chickens in the basement!

During 2002 the building was declared a Historic Building by the State of Connecticut. It was given a new coat of barn-red paint and the floors were refurbished, to celebrate its new designation. The building belongs to the Town, but the contents belong to the Corporation. The Corporation is allowed to use the building but must pay to maintain it in proper condition. Money for upkeep and to buy books and equipment is raised by the volunteers who man the library. The Library sponsors a fund drive annually; the Friends group sponsors a "Book, Bake and Bric-a-Brac" sale each March, and the Friends hold a "Books-Only" sale in the fall of each year.

The Library is staffed entirely by volunteers. One of its rooms houses a very large Children's collection. Classes from Eastbury School, with their teachers, make

use of this facility on a weekly basis. The other room is home to an adult collection of fiction and non-fiction. Most of the best sellers are obtainable on a two-week, renewable, basis and are available to all of the residents of Glastonbury. If there is a book requested by someone which is not in stock, it probably can be purchased and be ready for lending within a week or two.

A Book Study Group meets Wednesday mornings at 1:00 p.m. All adults are welcome to participate. During the summer, the Summer Readers Program is very popular with pre-school, elementary and middle-school children.

Library hours are:

Mondays: 1:00-4:00 and 7:00-9:00;
Tuesdays: 9:00-4:00 and
Thursdays: 9:00-4:00 and 7:00-9:00.

South Glastonbury Public Library

South Glastonbury Public Library, incorporated in 1926, is located in a former Methodist church building at 80 High Street. The building, dating to 1828, is on the National Historic Register of Places. The Library is staffed by volunteers and is overseen by a Board of Trustees who manage policy and finances.

The Library is funded by an annual grant from the Town of Glastonbury and an annual fund drive for private gifts and donations.

The Library has a wide selection of fiction and non-fiction for both children and adults and wide selection of periodicals. In addition to best sellers, there is an emphasis on stocking first novels by emerging writers and on acquiring medal award books for children. The pre-teen and easy reader sections have been enlarged and there are many current books in large print.

Circulation for the past fiscal year was just under 5,000. New adult books may be borrowed for two weeks and all others may be signed out for four weeks.

A women's book study group, led by Dale Carstens, now meets at the Library on the first Tuesday evening of every month. All are welcome. A story hour for preschool children, led by Martha Baribault, meets on the first and third Wednesday morning of every month. A successful summer reading program began this year and will be an annual event.

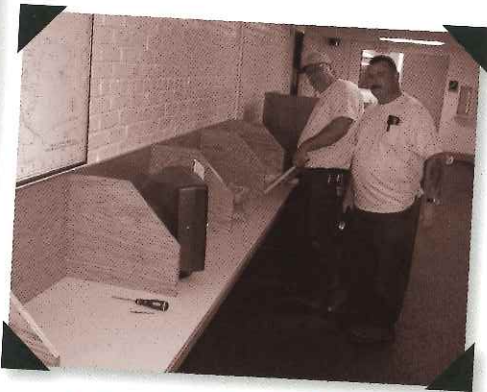
South Glastonbury Public Library, 80 High Street, is open

Sundays 2:00-4:00 p.m.;
Mondays, Wednesdays and Thursdays
from 1:30-3:00 p.m. and 7:00-8:30 p.m.;
and
Tuesdays and Fridays from 1:30-3:00 p.m.
Telephone 633-4793.



Facilities Maintenance and Services

The Facilities Maintenance and Services Department is responsible for operations, maintenance, management, and construction of all municipal buildings. The Department performs or manages preventive maintenance, custodial services, repairs, and construction and project planning and management using skilled in-house staff and contracted service providers. The Department also manages utility and communications services for all facilities except the Board of Education.



Facilities staff members Gary Plank and Lino Rodegher install customer service work stations in Town Hall.

In addition, the Department is responsible for bidding, managing, and inspecting a variety of contracted services and vendors for all Town agencies.

All public building projects are managed by the Department, which also provides staff support to the Public Buildings Commission.

Highlights from the previous year include:

- Performed renovations and improvements to Town Hall to provide improved customer service for Building, Health, Fire Marshal, Revenue Collection, Assessor's, Accounting, and Purchasing offices

- Installed electrical circuits at Town Center for holiday lighting initiative
- Installed new donated home theatre system in Teen Center
- Performed repairs and improvements to the Academy cafeteria to support the Senior Lunch program
- Installed new roof and roof drainage system at Board of Education Central Office
- Managed construction of the new Fire Training Facility

Housing Authority

The Housing Authority currently administers a total of 439 assisted dwelling units within the Town of Glastonbury. These include the following housing developments: Welles Village, Center Village, Village Green, Herbert T. Clark House, and Section 8.

In addition, the Housing Authority also serves as the administering agency for the Town of Glastonbury's Moderate Price Housing program, and staff for the Town's Fair Rent Commission.

Recent Activities

During the past year, the Housing Authority has pursued a number of projects. These have included:

- The Herbert T. Clark House Auxiliary raised over \$3,500 through the State of Connecticut's Neighborhood Assistance program.
- Obtained financing of \$2,280,000 from the Connecticut Housing Finance Authority (CHFA) and \$990,000 from DECD to complete construction on a 25 unit assisted living addition at Herbert T. Clark House. CHFA also awarded \$375,062 to the project through the Housing Tax Credit

Contribution (HTCC) Program, and NDC Corporate Equity Fund V, L.P. contributed \$1,154,292 in equity proceeds through its purchase of federal low-income housing tax credits that were awarded to the project. Completion of the addition is expected by May, 2004.

- The Housing Authority received \$315,940 in funding from the U.S. Department of Housing and Urban Development Capital Grant Program for modernization work in Welles Village. The Housing Authority just completed a landscaping and driveway replacement program in Welles Village, and construction is commencing on main office and community room renovations for accessibility improvements.
- Continuation of Welles Activity Council for Youth (W.A.C.Y.), in conjunction with the Town's Department of Youth and Family Services. A second grant was received to continue funding for the computer center and provide staffing.



The Herbert T. Clark House located in Glastonbury.

Special Pull-out Section

Town of Glastonbury Organization Chart 2004



www.glasct.org

Town Manager
Richard J. Johnson

Chief of Police
Thomas J. Sweeney

Community Development Director
Kenith E. Leslie

Director of Finance and Administrative Services
G. Ted Ellis

Director of Human Resources
Patricia C. Washington

Town Engineer, Manager of Physical Services
Daniel A. Pennington

Director of Building Services
Herbert L. Schwind

Assessor
David L. Valente

Assistant to Town Engineer
Chester G. Hamlin

Building Official
Edward P. Pietrycha

Civil Preparedness
Robert F. DiBella

Collector of Revenue
Norman Z. Rosow

Controller
Nina R. Cousins

Director of Health
David W. Boone

Director of Parks and Recreation
Raymond E. Purtell

Fire Chief
Matthew G. Nelson

Fire Marshal
Christopher N. Siwy

Fleet Superintendent
Thomas O. Tierney

Highway Superintendent
Scott G. Zenke

Housing Authority Director
Ivan M. Pour

Director of Human Services
Patricia R. Schneider

Library Director
Barbara J. Bailey

Information Services/Technology Coordinator
Joseph M. Kelly

Purchasing Agent
Mary F. Visone

Social Services Administrator
Jo-Ann Dorn

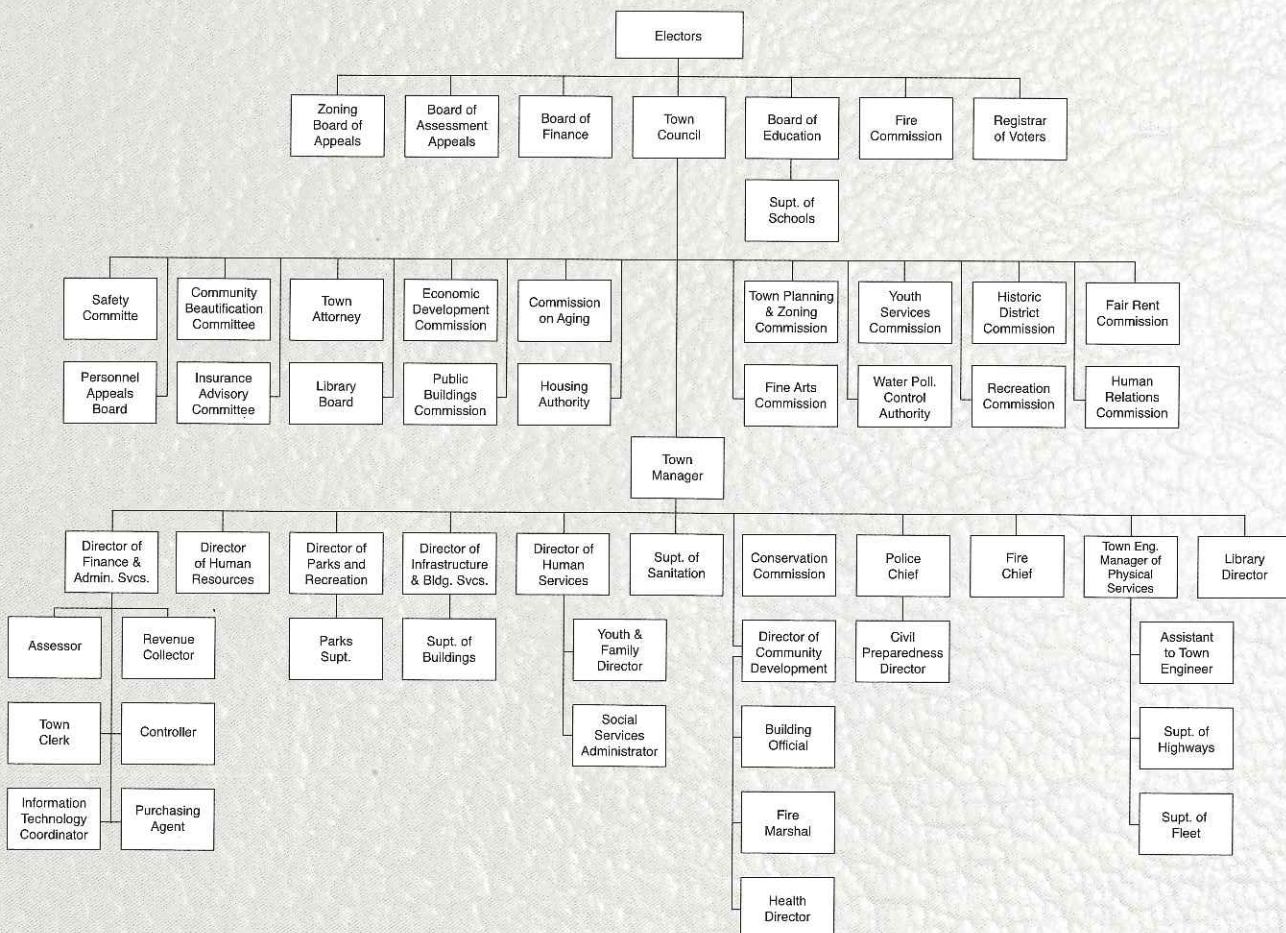
Superintendent of Buildings
David Sacchitella

Superintendent of Sanitation
Michael J. Bisi

Town Attorney
Nicholas Paindiris

Town Clerk
Joyce P. Mascena

Director of Youth and Family Services
Edmund J. Meincke



Special Pull-out Section

Dates to Remember



www.glasct.org

Financial Administration

January 22 Annual Town Meeting
March 18 Final Budget Hearing

Property Assessment

February 20 Deadline for filing written appeals to Board of Assessment Appeals
October 1 Annual Assessment Date: Property owners listed in Grand List
November 1 Last day to file business personal property declarations with assessor

Revenue Collection

January 1 (For your convenience, a drive-up/drop-off payment box is located in the circle by the flag poles at Town Hall).
Second Installment of 2002 grand list Taxes become due. The taxes include real estate, personal property and supplemental motor vehicle.
July 1 First Installment of 2003 grand list taxes become due
November 1 Sewer use Bills become due

Town Clerk

April 17 Fishing season opens
June 1 Dog Licenses become available for the next fiscal year
August 10 Primary for the November 2 election if a challenge is filed
October 1 Absentee ballots for November election become available in Town Clerk's office
October 16 Hunting season opens
October 19 Last day to register to vote in order to vote in the November election (except for those who move to Town, turn age 18, or become a U.S. Citizen after this date).
November 2 Election Day

Social Services

February 2 Homeowners' and Additional Veterans' Tax Relief Programs begin
March Camp CONNRI and Channel 3 Country Camp applications available
April 30 Last day to apply for Energy Assistance benefits
May 14 Last day to apply for Homeowners' Tax Relief
May 17 Renters' Tax Relief Program begins
May 31 Last day to apply for Operation Fuel benefits
July & Aug. Back-To-School promotional programs
September 15 Last day to apply for Renters' Tax Relief.
October 1 Last day to apply for Additional Veterans' Tax Relief benefits.
October 15 Energy Assistance application period begins.
November 18 Thanksgiving food baskets distributed (tentative).
December 1 Operation Fuel application period begins.
December 13, 14 & 15 Annual Toy Shop (tentative).

Refuse Disposal

April 7 Extended operating hours for Transfer Station ONLY during Day Light Savings time begin,
Wednesdays 7:00 a.m. - 7:00 p.m.
September 15 Modified Day Light Savings hours, Wednesdays 7:00 a.m. - 6:00 p.m.
October 27 Last Wednesday of Transfer Station extended operating hours

Household Hazardous Waste Collection schedule for Spring and Fall 2003 will be provided in the local newspaper, mailers and on the Town's website.

Water Pollution Control Division

November 1 Sewer Use payments due.

Youth & Family Services

February 28 Charity Cabaret, Gideon Welles School, 7-10PM
June 4 "Destination Imagination", Gideon Welles School, 7:30PM
August 12, 13, 14 Summer Show, TBA, Smith Middle School

Special Pull-out Section

Community Events 2004



www.glasct.org

Apple Harvest Festival 2004

October 16 & 17

Welles-Turner Memorial Library Events

National Library Week	April 18-24
Book Sale	May 15, 9AM – 5PM
Library Card Sign Up Month	September
Book Sale	September 11, 9AM – 5PM
Banned Book Week	September 19-25
Teen Read Week	October 17-23
Children's Book Week	November 15-21

Fun Runs (Tuesday evenings)

6:30 p.m. GHS
June 22, June 29, July 6, July 13, July 20,
July 27, August 3

Kid's Pooch Pageant

6:00 p.m. Hubbard Green July 12 (Rain date: July 19) Pre-registration required

Santa's Run 3.5 Mile Run

Noon GHS December 5 (Snowdate Sunday, December 12)

Senior Picnic

Hubbard Green, August 4 (tentative). Festivities begin at 9:30 a.m.

Summer Music Series

7:00 p.m., Hubbard Green, Wednesdays July 7, July 14, July 21, July 28

Town Band Concert

7:00 p.m., Hubbard Green, Sundays July 11, July 18, July 25, August 1

Boards and Commissions Meeting Schedule

Town Council	2nd and 4th Tuesdays	Town Council Chambers
Board of Education	2nd and 4th Mondays	Town Council Chambers or GHS Library
Board of Finance	3rd Tuesday	Town Hall Meeting Room, 2nd Floor
Town Plan & Zoning Commission	1st and 3rd Tuesdays	Town Council Chambers
Board of Assessment Appeals	As required	Town Hall
Building Board of Appeals	As required	Town Hall
Commission on Aging	1st Monday	Senior Center, 17 Hebron Avenue, 1st Floor
Community Beautification	2nd Wednesday	Town Hall Meeting Room, 2nd Floor
Conservation Commission	2nd and 4th Thursdays	Town Council Chambers
Economic Development	1st Monday	Office of Community Development, Town Hall, 3rd Floor
Fair Rent Commission	As required	Herbert T. Clark House, 45 Canione Road
Fine Arts Commission	2nd Monday	Glastonbury High School, Room 136
Fire Commission	1st Thursday	Fire Company #1, 2825 Main Street
Historic District Commission	As required	Town Hall
Housing Code of Appeals	As required	Town Hall
Human Relations Commission	Quarterly	Town Hall Lunch Room, 2nd Floor
Insurance Advisory Committee	Quarterly	Engineering Conference Room, Town Hall, 3rd Floor
Public Buildings Commission	1st Wednesday	Town Hall Meeting Room, 2nd Floor
Public Housing Authority	3rd Wednesday	Herbert T. Clark House, 45 Canione Road
Recreation Commission	3rd Thursday	Parks and Recreation, 1086 New London Turnpike
Safety Committee	4th Monday	Town Hall Meeting Room, 2nd Floor
Water Pollution Control Authority	2nd and 4th Wednesdays	Town Council Chambers
Welles-Turner Library Board	2nd Monday	Welles-Turner Memorial Library, 2407 Main Street
Youth and Family Services Commission	2nd Wednesday	Youth and Family Services, 321 Hubbard
Zoning Board of Appeals	1st Monday	Town Council Chambers

NOTE: Please contact the Town Clerk's Office at 652-7616 to confirm dates, times and locations as some schedules change due to holidays.

Special Pull-out Section

Town Departments 2004



www.glasct.org

For Information

General Information
Accounts Payable
Administration
Assessment
Assessment
Birth Certificates
Building Permits
Bulky Waste Disposal
Children's Department
Civil Preparedness
Death Certificates
Deeds
Demolition Permits
Facilities & Food Services Dir.
Dial-A-Ride
Dog Licenses
Dog & Animal Problems
Drainage Problems
Electrical Permits
Elderly Municipal Agent
Energy/Fuel Assistance
Engineering
Facilities Services
Financial Administration
Financial/Medical Assistance
Fire Chief
Fire Marshal
Food Bank
Health Matters
Highways
Housing Authority Comm
Inland Wetlands
Landfill Permits
Libraries

Marriage Licenses
Nursing
Passport Information
Personnel
Planning
Plumbing & Heat Permits
Police (General Information)
Probate Court
Recreation
Recreation Schedules/Cancellations
Refuse Disposal/Recycling
Refuse Disposal/Recycling
Registration of Voters
Salvation Army
Sanitary Inspection
Senior Center
Sewer Department/
Water Pollution Control
Sewer Use Bills
Snow Removal & Streets
Social Services
Taxes
Taxes
Tax Relief Program
Trees
Voting
Youth & Family Services

Call

Information Center
Accounting
Town Manager
Assessor
Info Line
Town Clerk
Building Office
Sanitation
Welles-Turner Library
Civil Preparedness
Town Clerk
Town Clerk
Building Office
Brad Devlin
Senior Services
Town Clerk
Animal Control Officer
Engineering
Building Office
Senior Services
Social Services
Engineering
Facilities
Administrative Services
Social Services
Fire Department
Fire Marshal
Social Services
Health Department
Highway Superintendent
Housing Authority
Community Development
Engineering
Welles-Turner
S. Glastonbury
E. Glastonbury
Town Clerk
Visiting Nurse Assoc.
Probate
Human Resources
Community Development
Building Office
Police Department
Probate Clerk/Judge
Recreation Department
Info Line
Info Line
Office
Registrar of Voters
Social Services
Health Department
Senior Services

Sanitation
Sanitation
Highway Superintendent
Social Services
Collector of Revenue
Info Line
Social Services
Parks and Recreation
Registrar of Voters
Youth & Family Services

Phone

652-7710/12
652-7595
652-7500
652-7600
652-7606
652-7616
652-7521
652-7772
652-7718
652-7576
652-7616
652-7616
652-7521
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652-7606
652-7638
652-7679
652-7627
652-7661

Board of Education

Central Office

General Information
Superintendent of Schools
Assistant Superintendent (Acting)
Business Manager
Facilities & Food Services Dir.
Transportation

Contact Person

Jacqueline Jacoby
Alan Bookman
Sharon Smith
Brad Devlin
Angelo Balesano

Phone

652-7951
652-7961
652-7965
652-7941
652-7948
682-7295

Curriculum

Art
Athletics
Career/Vocational Education
Foreign Language
Language Arts/Reading
Mathematics
Music
Physical/Health Education
Science
Social Science
Guidance Dept/Director
Special Education (Elem.)
Special Education (6-12)

Director

Daniel Roach
Barbara Startup
Gary Nolf
Christine Brown
Richard Dlugos
Michael Landry
Patricia Lignelli
TBA
Kenneth Roy
Deborah Williard
Linda Roberts
Diane Goncalves
Leslie Roulier

Phone

652-7957
652-7234
652-7252
652-7955
652-7967
652-7967
652-7956
652-7236
652-7293
652-7967
652-7214
652-7971
652-7971

Glastonbury High School
Principal

Anne Jarvis
Interim

652-7204

Smith Middle School
Principal

Thomas Russo

652-7040

Gideon Welles School
Principal

Frances Maynard

652-7800

Buttonball School
Principal

Patricia DaSilva

652-7276

Eastbury School
Principal

Sheryl Harriman

652-7858

Hebron Avenue School
Principal

Linda Provost

652-7875

Hopewell School
Principal

Jeffrey Kitching

652-7897

Naubuc School
Principal

Catherine Colavecchio
Interim

652-7918

East Hartford/Glastonbury
Magnet School Principal

Glen Peterson

622-5400

Two Rivers Middle Magnet School
Principal

David Pearson

509-3607

Town Web Site

www.glasct.org

FIRE, POLICE & EMERGENCY
Routine Calls to Police Department

DIAL 911
633-8301



Community Development

Great Pond Reserve

The Great Pond Preserve is in good condition though some problems remain. The Pond has been unusually full all summer due to wet conditions.



Former Chairman Bill Reed with the new plaque honoring him at Great Pond.

Unauthorized use by motor bikes and ATVs is down, thanks to Police Department attention. Weed trees which could threaten the Great Cedar have been removed, and we have begun a modest white pine planting program to eventually replace hemlocks lost to woolly adelgid.

Remaining problems requiring continued attention include invasive plants such as bittersweet and honeysuckle and unnatural siltation of the Pond due to Route 17 runoff.

The happiest event of the year was the dedication of a plaque near the Preserve entrance honoring Bill Reeds' leadership in the creation and early management of the Preserve.

Community Development

With four divisions: Building, Fire Marshal, Health, and Planning/Environmental Management, the Community Development Department provides a variety of services as follows: building inspections and zoning enforcement, fire code inspections, fire prevention and fire investigations, well and septic system management, food service inspections, health education and prevention activities, land use planning, environmental protection, and economic development. Staff and Management services are also provided to the Town Plan and Zoning Commission, Conservation Commission, Economic Development Commission, Zoning Board of Appeals, Historic District Commission, and other boards and commissions as needed.



The new Hilton Garden Inn on Glastonbury Boulevard.

The following accomplishments are noted:

- Completed renovations to the Building, Health, and Fire Marshal offices including customer service improvements.
- Received Federal/State grants to assist in our efforts to enhance the Town's youth environment.
- Successful collaboration with various Governmental and non-profit preservation agencies to secure protection of significant open space.
- Initiated Town Plan and Zoning Commission Subcommittee review of land use regulations relative to Industrial and South Glastonbury Village areas.



Physical Services

Physical Services

The Physical Services Department is responsible for the maintenance and inventory of the Town's roadways and infrastructure. This includes existing systems as well as additions proposed through subdivision and site development.



Engineering Division employees Rob Edwards and Doug Whitton provide grade elevations for the "new" Welles Street.

Engineering

The Engineering Division performs design review of streets, storm and sanitary sewers, sidewalks, and other public improvements proposed in conjunction with land development. Recommendations are made to appropriate Boards and Commissions of the Town. Following approval, the Division inspects the construction of the public improvements to assure conformance with Town standards.

The Division performs routine inspection of Town roads, drainage systems, and traffic control signs and signals. Public inquiries and comments are investigated to address potential problems or defects. Road, storm drainage, and sanitary sewer conditions and maintenance history data are maintained in the Road Manager

data network. An ongoing program of obtaining and recording traffic counts and spot speed data is conducted by the Division.

Engineering is responsible for in-house design of public improvements or coordination with private consultants when used in conjunction with Town projects. The Division provides civil engineering services for all Town Departments and provides technical and clerical support to the Water Pollution Control Authority.

In addition, staff maintains property line, easement, and other pertinent mapping data in the Town's Geographic Information System (GIS), as well as overseeing the general development and implementation of GIS. Recent improvements to the web-accessible GIS include:

- Linkage to new Computer-Aided Mass Appraisal (CAMA) system for property assessment information.

Additional information, such as:

- Sewer and septic information
- Enhanced search capabilities
- Property summary sheet
- Modifications based on use comments to enhance the functionality of the site.

Some recent design projects include:

- Hebron Avenue School Driveway/ Wickham Road signalization and roadway improvements.
- Design review of the Bell Street bridge replacement over Salmon Brook.
- Completed the in-house design of the Phelps Street relocation and corresponding Welles Street improvements.

Highway

The Highway Division is responsible for maintenance, repair, and construction relative to streets, drainage systems, sanitary sewers, traffic controls, sidewalks, and other features of the Town's infrastructure system. Snow and ice removal, and joint operating of the Bulky Waste sand and gravel operation, is included. Overall maintenance and construction is accomplished through the use of in-house labor and equipment working in conjunction with contractual entities.

The severe winter of 2002-2003 provided a challenge for those involved in snow and ice removal. Staff responded to 24 storm events and logged 55,474 miles in the process of clearing our roadways of 77.5" of snow. Crews also completed significant progress toward the relocation of Phelps Street. Construction of this new section of roadway will allow for uninterrupted Connecticut River access from the soon-to-be-constructed Community Center.

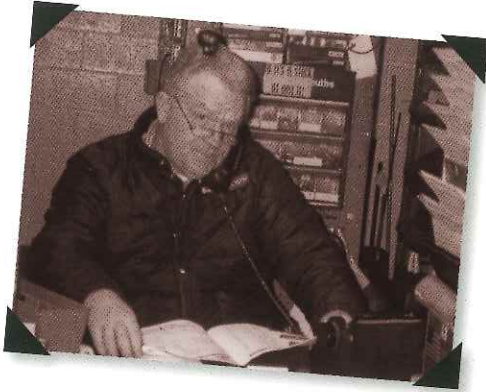
Other traditional Highway Division functions such as street sweeping, catch basin cleaning, roadside mowing, and road overlay were performed with positive results. The paving program in particular was successful in providing citizens with good road quality at relatively modest cost. Crews paved approximately nine miles of roadway during the 2002-2003 fiscal year.



Highway Division workers Brett Somers and Ron Morrone flush and clean a sewer manhole and line.



Physical Services



Clark Hotham orders vehicle parts.

Vehicle Maintenance

The Vehicle Maintenance Division's responsibilities include the repair and maintenance of all Town vehicles. This includes a wide variety of vehicles ranging from general purpose cars and police cruisers to school buses, fire apparatus, heavy trucks, and construction equipment. These services also include the installation of special equipment in the new police cruisers.

The Division prepares bid specifications for all Physical Services vehicle purchases and reviews specifications for all other Departments. Particular attention is given to researching and implementation of exacting specifications on costly snow plow trucks. Recent specification modification has resulted in the purchase of trucks that are more fuel efficient and reduce emissions. Vehicles are also better able to carry more sand product in a safe manner due to specification changes. Overall corrosion resistance has been improved and operator-friendly features have been added to reduce lost time.

Other efficiency improvements include production of electronic repair orders, reducing time-consuming paperwork and streamlining parts procurement.

The Division also provides courier services to all Town Departments (excluding the Board of Education) which includes the delivery of parts, supplies, legal notices, etc.

Water Pollution Control Authority

The Water Pollution Control Authority is responsible for reviewing and approving sanitary sewer connections and expansions, and for assessing future needs of the system.

The Water Pollution Control Authority levied assessments in the amount of \$196,063.71 in conjunction with their responsibility to recover the cost of sanitary sewer construction. Of this amount, \$108,336.97 was a result of new construction with the balance due to expansion of the existing facilities. During this fiscal year, 41 new connections were made to the sewer system.

The Water Pollution Control Authority, recognizing the importance of maintaining the current infrastructure, is proceeding to upgrade the Hubbard and Smith Brook sewer pump stations. A bid for the work was advertised and the contract has been awarded. Off-site fabrication is currently underway.

The Water Pollution Control Authority has retained a consultant to study the sewer needs within the Diamond Lake area. When concluded, and based on study recommendations, the Authority will then decide what further action is necessary.

The Water Pollution Control Authority participated with the owners of Buckingham Plaza to extend the sanitary sewers an additional mile to the east of its current location in Hebron Avenue near Harvest Lane. This action was coordinated

with the State of Connecticut and the Hebron Avenue realignment project. This extension will afford the Authority the ability to provide sewers to the existing homes within the Minnechaug Mountain area in the future.

The Wastewater Facilities Plan, which evaluates the present and future needs of the sanitary sewer system and treatment plant, was approved by the Department of Environmental Protection. The Water Pollution Control Authority worked extensively with the Town Council, Town staff, and selected consultant engineers to prepare the Wastewater Treatment Facility Rehabilitation Project for referendum.



Sanitation

Water Pollution Control Division

The Water Pollution Control Division provides the collection and treatment of sanitary sewage generated within the Town of Glastonbury. The WPC Division also develops and administers sewer use rates, ordinances and provides staff support to the Water Pollution Control Authority.

The following provides a highlighted overview of statistical data from the Water Pollution Control operation.

- 833 million gallons of wastewater were processed, an average daily flow of 2.28 million gallons per day.
- 731 tons or 2.98 million gallons of sludge were processed and disposed of, an average of 8,179 gallons per day.
- 1,203,264 kilowatt hours of electricity was consumed at the Treatment Plant for the 24 hour per day operation, this is an average of 3,297 kilowatt hours per day.
- Hubbard and Smith Pump Stations; final plans have been completed for replacing both stations which were constructed in 1968 and 1969 respectively. Work projected to be completed by the fall of 2004.
- Water Pollution Control Facility; State Department of Environmental Protection review and approval of Plant Facility Plan completed, continued with review and approvals with all Boards and Commissions for the Plant upgrade project.

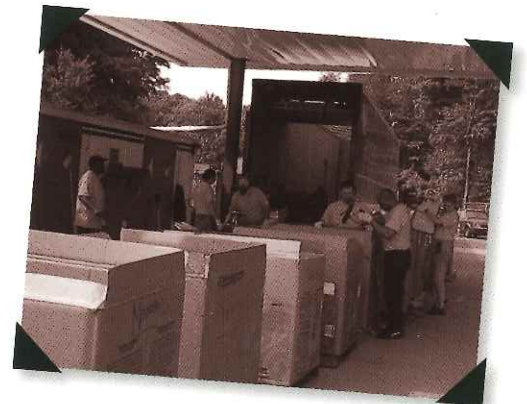
Refuse Disposal Division

The Refuse Disposal Division operates solid waste disposal, recycling facilities and administers permits for private collectors, ordinances and operating guidelines for waste disposal facility users. The following provides an overview of statistical data for the Refuse Disposal operation.

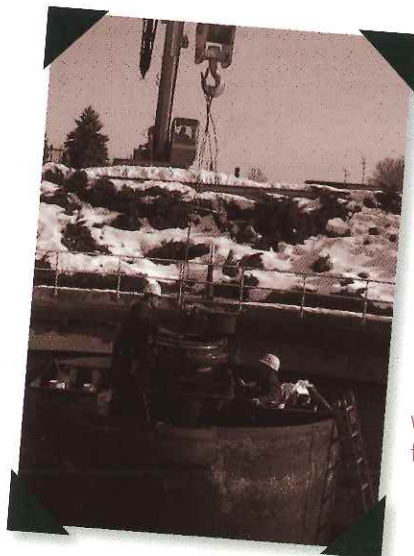
- 2,875 tons of Refuse was disposed of at the Transfer Station, 3,471 tons of Bulky Waste at the Bulky Waste facility. Of these 4,367 tons of material was recycled.
- 40.8% of solid waste Town wide was recycled.
- 629 residents utilized the Regional Household Hazardous Waste Collection Facility during the year.



Resident taking free compost made from leaves composted from the Transfer Station.



Electronics Recycling collection program.



Wastewater Treatment Plant final clarifier drive replacement.



Public Safety

Police Department

The Glastonbury Police Department is a nationally accredited law enforcement agency committed to providing service to everyone in our community in a professional and sensitive manner. In 1986, the Department was the first law enforcement agency in the state to be accredited. In 2002, it was the first to receive its third reaccreditation.

The Department consists of 57 sworn officers and 17 civilian support personnel. Patrol officers maintain a 7 day/24 hour visible police presence throughout the Town. The primary mission of the Patrol Force is to prevent and/or eliminate public safety problems. These officers are the primary interface between the Department and the public. They provide the critical first response to all crime, traffic and medical emergencies occurring throughout the Town. These dedicated officers must continually readjust to handle a very wide variety of complex situations.

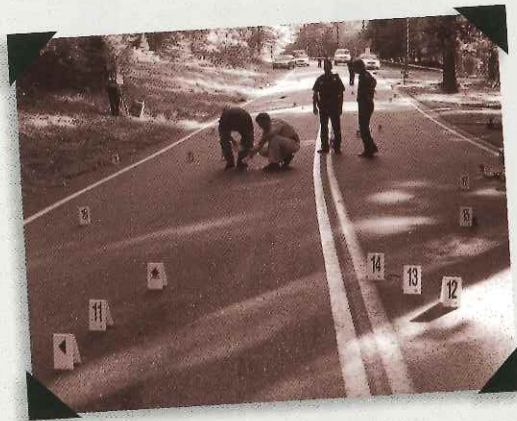
While the Town's population has continued to grow, the level of cases handled by the Department has declined for the past several years. During FY 02/03, the Department handled 17,960 cases. This is a decrease of approximately 4 percent over the prior year. The major elements of that caseload are broken down as follows:

Traffic	6,683
Services	7,472
Criminal	4,544

The serious crime index, reported to the F.B.I., remained essentially unchanged at 499 offenses compared to 495 in the prior fiscal year.

The Department places great emphasis on issues pertaining to youth. Full-time School Resource Officers are assigned to the middle and high schools. In addition

to enhancing school safety, youth officers are in daily contact with youth. While they may take enforcement action, if needed, their primary focus is on preventing problems for youth and discouraging their involvement with crime and/or substance abuse.



Glastonbury police officers conduct an investigation of a serious motor vehicle accident.

This year, officers will be introducing a new curriculum into the ongoing DARE Program in the sixth grade. Officers continue to teach the "Internet Safety Program for Youth" to the entire fifth grade and an Anti-Bullying Program in the fourth grade and middle school. In conjunction with the science and math instruction at the middle and high schools, the officers have interspersed elements of the innovative CRASH Program. This program uses a combination of math, science and investigative techniques to heighten students' awareness and understanding of vehicle safety.

Due to concerns regarding the growing problem of Internet crimes against children, a Youth Unit investigator is assigned to the F.B.I.'s Innocent Images Task Force. The Department also maintains a proactive posture in addressing the problems of underage drinking and substance abuse. This is accomplished by the continuing checks of establishments selling alcoholic beverages and tobacco, to ensure compliance with

laws governing sales to minors. High priority is maintained on enforcing the Town's Alcohol Ordinance against possession by a minor or hosting parties where alcohol is served to minors.

Throughout the year, the Department actively participated in the TRIAD Program, a cooperative effort bringing together the police, senior citizens, community and business organizations to discuss and address the special needs of the Town's senior population. The TRIAD continued to distribute the "File of Life" to seniors in the community. That file is contained in a magnetic envelope to be placed on a senior's refrigerator door. It provides vital medical and emergency contact information, to responding police and ambulance personnel, in the event a senior is involved in a medical emergency. During the past year, the Yellow Dot Program was launched to further extend the File of Life concept to the motor vehicles of seniors. Additionally, the Department launched a cell phone recycling program which passes donated cell phones to senior citizens so they have a portable capability to call 911 in the event of an emergency.

(continued on page 26)



This newly acquired speed monitor is being regularly deployed throughout the Town to discourage speeding.



Public Safety

(continued from page 25)

The Police Department maintains an active involvement in regional programming with other area departments. Its members currently participate in the emergency response and hostage team (CREST), the regional dive team (CREST Dive) and the East Central Narcotic Task Force. These regional initiatives provide expanded, high quality law enforcement services to the Town in the most cost effective manner.

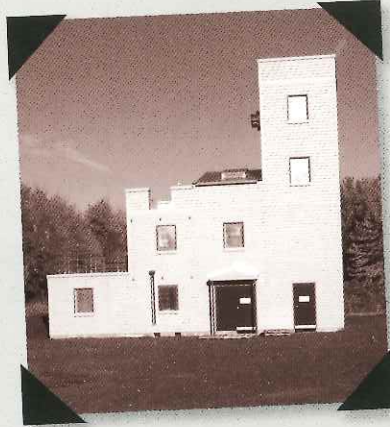
Fire Department

The Glastonbury Fire Department, through its four Fire Companies and 130 dedicated members, provides Fire Suppression, Emergency Rescue services, and Fire Prevention activities.

The Fire Department is proud of its accomplishments in the Training sector. More than 90% of the membership have met the firefighter professional qualification standard established by the National Fire Protection Association and are State of Connecticut Fire Academy certified. Many members also hold certifications for Pumper Operations, Fire Officer, Hazardous Materials Operations, and Incident Command Systems.

In response to the threat of possible attacks against America, the Fire Department is receiving chemical protective clothing and hazardous materials monitoring devices this year from the State of Connecticut Office of Homeland Security. The department's Training Division and membership will be working to meet these new standards of service to the community.

The Fire Department will soon open the Thomas G. Manager, Sr. Training Facility that was constructed with the help of many Glastonbury citizens and businesses at its three acre site located at 100 Nutmeg Lane. The new training facility will



The new Thomas G. Manager, Sr. Training Facility located at 100 Nutmeg Lane.

allow for live fire burns to help in the preparation of Glastonbury firefighters to safely combat fires in the Town and it will also allow for most of the fire department training sessions to be held in Glastonbury.

The Naubuc Fire Company, located at Fire Station One on Main Street, is celebrating its pride as Glastonbury's longest serving fire company with a 75th anniversary celebration this year.

The Fire Cadet Program continues to flourish, guided by several dedicated advisors, for youth ages 14 to 18. The Fire Cadet program provides the Fire Department with well trained firefighters at the age of 18. The fire cadets have the opportunity to explore the Fire Service and learn the important life skills of teamwork, discipline, and leadership.

If anyone has the desire to become a Firefighter or to join the Fire Cadet program, please call the Fire Chief's office at 652-7555.

Civil Preparedness

The Office of Civil Preparedness (Emergency Management) coordinates all emergency activities in times of man-made or natural disasters.

The Office is active in planning for manpower, equipment and community needs by updating information, regulations and training, as well as conducting checks of materials and equipment, including the Town warning sirens.

In disaster situations, the office updates information and instructions to citizens via its disaster information telephone number 652-7578, as well as its radio station, WP11600 at 1570 AM, which is heard in Glastonbury, 24 hours a day, seven days a week. This station also provides citizens with helpful information concerning traffic and emergency situations.



Civil Preparedness staffers (left to right) Mike Roberts and Bill Seeger, set up a "Glastonbury Emergency and Traffic Information" portable flashing sign at a road construction location.



Public Safety

It also maintains a state-of-the-art mobile telecommunications van that is equipped to function as a backup should the Town's main system fail. This van can be used in the field to assist with 'command and control' operations, in major incident situations.

The Civil Preparedness staff has completed training in 'radiological monitoring' through the Connecticut Office of Emergency Management. It has acquired additional radiological monitoring devices and has re-calibrated existing ones to meet peacetime homeland security concerns.

In conjunction with the Federal and State Offices of Homeland Security, the staff of this office conducted an extensive "Threat and Vulnerability Assessment Survey" on behalf of the Town Manager. Every city and town in the United States had to complete such a survey. The survey participants were made up of various department chiefs and directors involved in public safety for Glastonbury. It depicted areas of awareness for the Town's consideration. It also assisted in the identification of resources in town that could be enhanced should the Federal government allow for 'grant funding' to municipalities for mitigation purposes, for the enhancement of homeland security for Glastonbury.

Volunteer Ambulance

The Glastonbury Volunteer Ambulance Association is committed to providing emergency ambulance service for the town of Glastonbury with 24-hour coverage, 7 days a week and 365 days per year. All members of GVAA are state certified Emergency Medical Technicians (EMT's) of varying levels. Typically the volunteers dedicate a 12-hour shift per week away from their families and homes. Over half of the membership resides outside Glastonbury and comes to our town to donate both their time and expertise. GVAA members pride themselves on providing the highest quality, most compassionate, and most dedicated emergency medical care to the residents of Glastonbury. Additionally, GVAA offers CPR and first aid training to members of the community.

Currently 2 "Super Duty" ambulances are operated out of our facility at 2112 Main Street (behind the Police Department). Each ambulance can provide intravenous fluid therapy, advanced airway management, cardiac defibrillation and oxygen therapy capability.

GVAA is always looking for dedicated members to be part of our team. To learn more about becoming a volunteer or about the organization, or to inquire about the community based training classes feel free to call us at 860/633-6554. Also, you can visit us on the web at WWW.GVAA.ORG.



The Glastonbury Volunteer Ambulance headquarters is located at 2112 Main Street.



Administrative Services

Administrative Services

The Administrative Services Department is responsible for the preparation of budgets, financial reporting, land records, property assessment, and the collection of taxes and sewer use fees. In addition, it oversees the acquisition of goods and services, insurance procurement, legal services, debt issuance, voter registration management and coordination of computer services.

This office serves as staff liaison to the Insurance Advisory Committee in risk analysis and annual insurance renewals.

- Maintained an Aa1 designation with Moody's Investment Services for the Town, which is based on the Town's financial condition.
- Received the Governmental Finance Officers Association (GFOA) budget award for FY02/03.
- Information Services staff installed enhanced firewalls for data systems and brought network switches to 100MB level speed.

Government Finance Officers Association following an extensive review process.

Implemented the new reporting model prescribed by the Governmental Accounting Standards Board. In addition to the fund-based financial statements currently provided, the Town will provide two new statements that report combined assets, liabilities, and activities for the Town as a whole.

Continued computerization of fixed assets records. Included cost of infrastructure (long-lived assets such as roads, bridges, and dams) in the financial statements for the first time.

Board of Finance

The Board of Finance is a bipartisan Board which operates in partnership with the Town Council and the Board of Education. In its advisory role, the Board recommends an annual budget to the Town Council and recommends and/or authorizes transfers among and between accounts and funds during the fiscal year. By direct authority the Board establishes the annual mill rate of taxation after reviewing the final budget approved by the Town Council.



The Accounting staff (left to right): Joanne VanAlphen, Janet Hollister, Laura LaBrecque and Nina Cousins.

Property Assessment

The Property Assessment Division administers an ad valorem tax program in compliance with State Statutes. It compiles the annual Grand List of taxable and exempt property including the valuation and revaluation of real estate, motor vehicles and business personal property.

Successfully converted from the Sabre Computer Assisted Mass Appraisal Software to the Vision Computer Assisted Mass Appraisal Software.

Completed the town-wide real estate revaluation project effective for the October 1, 2002 Grand List. The Grand list totals \$2,871,943,000.

Financial Administration

This office coordinates the preparation of the operating and capital improvement budgets for the Town Manager. The staff works with the Board of Finance to review financial reports and make recommendations as requested to the Town Council and Town Manager.

Accounting

The Accounting Division is responsible for providing complete and accurate financial information, in the proper format, on a timely basis. This division prepares the year-end comprehensive annual financial report and processes employee payroll, payables, and receivables. The division is also responsible for managing the Town's investments to maximize interest earnings in all funds and performing internal audit procedures to help ensure that proper controls and procedures are being followed.

Received the Certificate of Excellence in Financial Reporting for the period ended June 30, 2002, awarded by the



The Property Assessment staff (left to right): Barbara Berg, David Valente, Louise Traska, Nancy McKee, Sheryl Covill and Mike D'Amicol.



The Financial Administration staff (left to right): Kathy Hughey, Martha Reina, Jonathan Constant, Mary Visone, Ted Ellis, Karen Bachand and Joe Kelly.



Administrative Services Human Resources

Revenue Collection

The Collector of Revenue's office is responsible for the timely collection of funds necessary to support both governmental and educational services. Those funds account for over 85% of the Town's annual budget.

- Taxes and fees for the fiscal year 2002/2003 totaled \$79,279,663.
- Sewer charges and fees totaled \$1,726,418.
- Collected back taxes totaling \$253,030.
- Accomplished a tax collection rate of 99.26% on current levy.



The Revenue Collection staff (left to right): June Melluzzo, Cathy Elliot, Norman Rosow, Marie Galanek, Denise Talbot and Janet Cyr.



The Town Clerk staff (left to right): Lorraine Kreeger, Wendy Mullaly, Joyce Mascena, Lisa Bush and Stephanie Kenyon.

charter, and the office is a major collector of revenue for the State of Connecticut as well as for the Town.

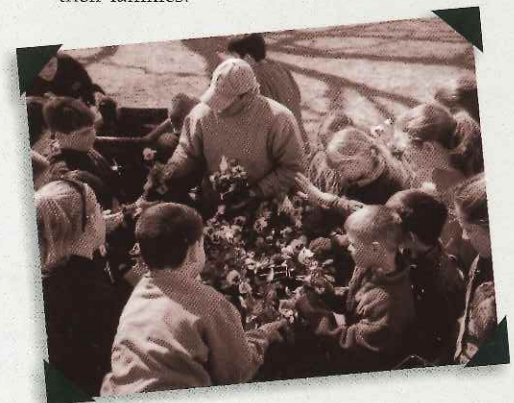
- Collected approximately \$1,415,000 for the State and \$916,000 for the Town.
- Received a \$10,000 Historic Preservation grant from the State of Connecticut and applied and qualified for a \$12,000 Historic Preservation grant from the State of Connecticut.
- A replacement for the retired Town Clerk was hired and started in her new capacity on May 12.

A presentation by Director of Human Resources, Patricia Washington gave the children an overview of just how the Town's form of government works. In an effort to give a visual, the children were involved in role playing. We had a Town Manager, Town Council representatives and Glastonbury citizen representation along with staff members. The children asked very good questions and seemed to enjoy this activity.

The day's activities included a tour of Town Hall which included a presentation by our Information Services Department, a tour of the Town Clerk's vault, and a presentation by the Engineering Department of the GIS System. Other activities included time spent at the Fire Department, Highway/Fleet Maintenance Department, Bingo with seniors at the Teen Center as well as activities with Parks & Recreation.

At the end of their educational, fun-filled day Town Manager, Richard Johnson, presented certificates to the children along with mementos from the Town.

This is one of the most popular events held annually for Town employees and their families.



Chris Shanahan with the Parks & Recreation Department shows the children how to plant flowers.

Town Clerk

The Town Clerk's Office is the center for public records for the residents of the community and their government. The office is responsible for maintaining many public records including land records, vital statistics, military discharges, notary public registrations, liquor permits, trade name certificates, meeting schedules, and minutes of the numerous boards and commissions. In addition, this office administers elections and issues various licenses. Most functions of the office are governed by state statute and town

Human Resources

Since April 1998 the Human Resources Department has held "Take Your Child to Work Day". This is a national program which began back in 1993 by the Ms. Foundation for Women and was strictly for daughters. As the program progressed and it became apparent that sons would benefit from this, the program was expanded to Take Your Child To Work Day.

Over the past several years our participation has increased. This year our participation grew to 20 which included daughters, sons, grandchildren, nieces and nephews.



Financials

Statement of Revenues & Expenditures

BUDGETARY BASIS – BUDGET AND ACTUAL – GENERAL FUND

For the Year Ended June 30, 2003

	Budgeted Amounts		Actual	Variance With
	Original	Final	Budgetary	Final Budget
			Basis	Positive (Negative)
REVENUES				
Property taxes	\$79,592,601	\$79,592,601	\$79,308,388	\$(284,213)
Licenses and permits	829,050	829,050	810,376	(18,674)
Intergovernmental	5,631,962	5,631,962	7,079,978	1,467,516
Charges for services	1,622,650	1,622,650	2,285,585	662,935
Other revenue	1,755,999	1,755,999	1,688,018	(67,981)
Total revenues	89,432,262	89,432,262	91,191,845	1,759,583
EXPENDITURES				
Current:				
General government	731,091	780,828	692,526	88,302
Community development	1,492,789	1,503,997	1,465,317	38,680
Administrative services	4,024,105	3,978,101	3,842,611	135,490
Public safety	7,418,833	7,549,288	7,460,845	88,443
Physical services	4,819,302	4,937,309	4,906,751	30,558
Sanitation	2,158,514	2,164,999	1,937,193	227,806
Human services	1,787,114	1,815,114	1,764,155	50,959
Leisure/culture	5,339,436	5,404,746	5,262,458	142,289
Contingency	175,000	89,000	1,896	87,104
Education	55,997,170	57,361,650	57,297,701	63,949
Debt service	6,208,602	6,076,602	6,075,799	803
Total expenditures	90,151,956	91,661,634	90,707,252	954,382
Revenues over (under) expenditures	(719,694)	(2,229,372)	484,593	2,713,965
OTHER FINANCING SOURCES (USES)				
Transfers in	1,259,474	1,259,474	1,721,602	(462,128)
Transfers out	(1,089,780)	(1,586,780)	(1,586,780)	0
Total other financing sources (uses)	719,694	222,694	134,822	(87,872)
Revenues and other financing sources over (under) expenditures and other financing uses	\$0	\$(2,006,678)	\$619,415	\$2,626,093

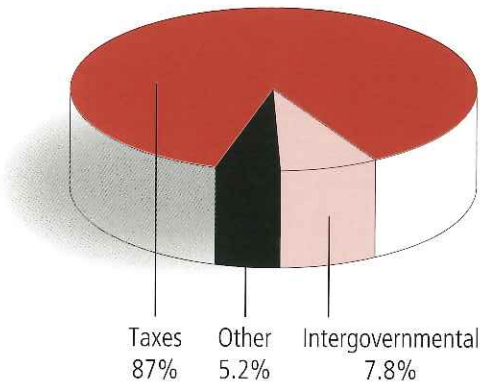
The notes to the financial statements are an integral part of this statement.



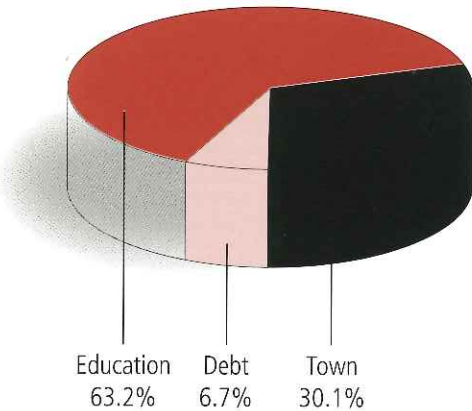
Financials

Statement of Revenues & Expenditures *(continued)*

Revenues



Expenditures

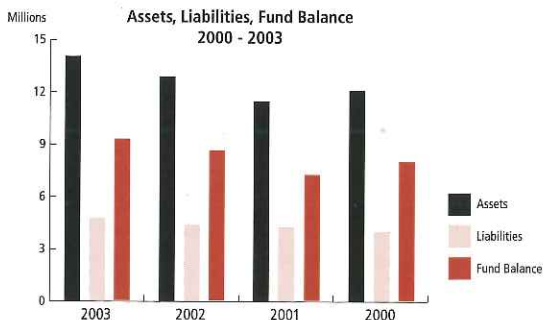


Balance Sheet

GENERAL FUND

June 30, 2003 With Comparative Amounts for 2002

	2003	2002
ASSETS		
Cash and cash equivalents	\$13,084,906	\$11,164,379
Receivables:		
Property taxes	535,978	683,793
Other	296,945	890,631
Inventory	175,533	160,051
Due from other funds	-	19,499
Other assets	23,736	15,449
Total assets	\$14,180,098	\$12,933,802
LIABILITIES AND FUND BALANCE		
Accounts and other payables	\$2,103,851	\$1,773,175
Due to other funds	132,000	147,330
Due to developers for escrow deposits	1,415,436	1,233,793
Due to others for escrow deposits	29,377	29,812
Deferred revenue	1,239,255	1,152,428
Total liabilities	4,982,919	4,336,538
FUND BALANCE		
Reserved for encumbrances	25,058	62,100
Reserved for inventory	175,534	160,051
Reserved for Capital Outlay	96,130	-
Unreserved:		
Designated for insurance	275,000	275,000
Designated for subsequent year's expenditures	550,000	550,000
Designated for specific purposes	1,317,068	1,878,974
Undesignated	6,758,389	5,671,139
Total fund balance	9,197,179	8,597,264
Total liabilities and fund balance	\$14,180,098	\$12,933,802





Town Officials

PRIOR TO NOVEMBER 2003 ELECTION

Board of Education

Lorraine Marchetti
Andrew Resnisky
Dr. Stanton Avitabile
Richard C. Brown
Helen D. Stern •
Patricia Saddle mire
Paul F. Haas, Jr.
Suzanne S. Galvin*

Board of Finance

Diane L. Northrop •
James R. McIntosh •
Robert W. Jenkins
Walter F. Hemlock
"Gus" Constantine
Peter B. Deich

Board of

Assessment Appeals

David Motycka •
Stephen N. Giamalis
Robert D. Bowden
Shaun O'Rourke
Dennis Cavanaugh
William Donlin
Forbes Warren

Bldg. Board of Appeals/Code

Review Committee
Calvin J. Carini
James W. Dutton
H. James Boice
John S. Sardo
Graham Tyrol

Commission on Aging

William McGaw, Jr.
Mary Abel
Susanne Dock
Alice Robinson
Ernest F. Reale •
Eva Bowden
Audrey Quinlan

Community Beautification Comm.

Elizabeth (Lynch) Payton
Robert G. Shipman
Donald B. Reid
Darlene Dumaine
Della Winans
Lewis Middleton
David Flattery

Conservation Commission

Kim McClain
Judy Harper ••
Charles J. Reed
James Cole
James Bingham
Gerhard R. Schade
William Patrick

Economic Development Commission

Gretchen Deans
Robert Mulcahey
Richard A. Katz
David M. Hallowes
Raymond A. Dolan
James M. Lynch •
Jay Sattler

Fair Rent Commission

Lucille Jonah
Joan Palatine
Neil Fishman
Andrea Broder
John C. Hilton
David Evans •
Stephen Oppenheim

Fine Arts Commission

Doris O'Rourke
Helen Litwin
Dianne Grinvalsky
Linda Corry
Sandra MacGregor
Angela Phelan
Theresa Santaro

Fire Commission

Gilbert D. Spencer
James W. Dutton
Brian E. Tyrol
Brian Comerford
Arnold H. Higgins
Richard W. French, Jr. •

Historic District Commission

Galen "Hap" Sheperd
Thomas Theurkauf
Nancy Lepore
E. Marston Mollat
Dr. Trish Manfredi
Alternates:
Norman Gordon
Michael J. Stassen
Dorothy C. Cameron

Housing Code of Appeals

Nelson C. L. Brown
Kristine Brown
Peter J. Sterling
Kenneth Shluger

Human Relations Commission

Joan Kemble
Patricia A. Darling •
John C. Glezen
Cathy Vaccchelli
Steve Ryan

Incorporators/Free Academy

Richard Mihm
Patricia Saddle mire
Helen Stern

Insurance Advisory Committee

Robert J. Hager
Stephen J. Ludwig
Ronald E. Palmer
David Hoopes
Thomas Mullaney
Thomas Buchberger
William Bland

Personnel Appeals Board

Elizabeth "Betty" McLaughlin
Samuel W. McGill
Glanda Rose
Raymond A. Dolan
Keith Shaw

Public Buildings Commission

W. Michael Low
Stephen Shipman
David Cox •
Lisbeth Becker
Charles I. Monzeglio
Liaisons:
Andrew Resnisky
(Bd. Of Education)
Gus Constantine
(Bd. Of Finance)

Public Housing Authority

James F. Noonan
Jeanette Pollard
Richard Inman
Zelda Lessne
Shirley Boyer

Recreation Commission

Betsy Katz
Lynn Hazard
Dennis Kerrigan •
David Monaco •
J. Baylis Earle
H. James Boice

Safety Committee

Brian Ellis
Bernard J. Herpst
Holly Greene
Carol Hilton
Daniel Scott
Sean M. Peoples •
Theodore R. Earl

Town Council

Walter J. Cusson •
Kevin P. Graff*
Robert M. DeCrescenzo
Barbara C. Wagner
Richard P. Lawlor
White C. Osgood
Marti Curtiss
Steven B. Ryan
Susan Karp

Town Plan & Zoning Commission

Sudhir A. Shah
Patricia V. Low ••
Sharon Jagel
Kurt P. Cavanaugh
Andrew M. Sullivan Jr.
Dr. Michael Lepore
Alternates:
William Finn
Kelly A. V. Hunt
Patricia Bussa

Water Pollution Control Authority

Bradley Northrop
John C. Gavin
Louis M. Accornero •
William Seymour
Mark M. Zessin
William H. Habicht
Frank J. Laporte III

Welles Turner Library Board

Monica Shea
Carol Ahlschlager
Glenda Rose
Lillian Levin
Deborah Lessne
Martha Poole •

Youth & Family Services Commission

Eileen Lader
Jack Morris
Mariade Sullivan
Jennifer Avitabile
Theresa Santoro
Roslyn (Rawlins) Spink
Luci Leone •
Tricia Dougherty
Anne Marie O'Connor
Non-Voting Members:
Father Kevin Cavanaugh
(St. Augustine Church)
Dr. Stanton Avitabile,
Glas. Bd. Of Education.
Keith O'Brien, Glas.
Police Dept.

Zoning Board of Appeals

Michael H. Clinton
Sandra O'Leary
Robert Gamer
John C. Linderman
Eileen Dobensky
Alternates:
Charles L. Monaco
Joseph A. Broder
Jeanie Babineau

Connecticut River Assembly

Richard Mihm

Cox Cable Advisory Council

Patricia Darling
Lucretia Seidel
Thomas Majek
Richard C. Brown
(Bd. Of Education)

Agricultural Advisory Committee

Mario Accornero
Henry Rose
J. Baylis Earle •
Louis Bussa
Richard Ferrari
Deborah McIntosh
Michael Longo

Great Pond Stewardship Committee

Paul Kehoe
Lynn Hazard
David Gumbart
Dennis McInerney
Gerhard Schade •
Kevin P. Graff
Sharon H. Purtil
Judy Harper
Tom Mocko

Glastonbury Housing Partnership

H. Buhl Kent
Howard O'Connell
George Allen
Barbara Ward
Ellen Carter
Sonya F. Googins
Kenith E. Leslie
Ivan Pour
Judy Harper
Camille Bushnell
Brian Tyrol

CRCOG Transportation

Richard P. Lawlor
Daniel A. Pennington (alt.)

Greater Hartford Tourism District

Camille Bushnell

• Chairman
* Vice Chair



Town Officials

FOLLOWING NOVEMBER 2003 ELECTION

Board of Education

Lorraine Marchetti
Jeremy Grieveson
Dr. Stanton Avitabile
Richard C. Brown
Patricia Saddle mire
Timothy Coon
James Zeller
Lynn Onderko

Board of Finance

Diane L. Northrop •
James R. McIntosh *
Robert W. Jenkins
Walter F. Hemlock
"Gus" Constantine
Peter B. Deich

Board of Assessment Appeals

David Motycka •
Robert D. Bowden
Dennis Cavanaugh
Bernard J. Herpst
Forbes Warren
Robert Vacchelli

Bldg. Board of Appeals/ Code Review Committee

Calvin J. Carini
James W., Dutton
Martin Loughlin
John S. Sardo
Graham Tyrol

Commission on Aging

William McGaw, Jr.
Mary Abel
Nancy Kent
Susanne Dock
Ernest F. Reale
Eva Bowden
Audrey Quinlan

Community Beautification Commission

Elizabeth (Lynch) Payton
Robert G. Shipman •
Donald B. Reid
Linda DeGross
Della Winans
Lewis Middleton
David Flattery

Conservation Commission

Kim McClain
Judy Harper •
Charles J. Reed
James Cole
James Bingham
Gerhard R. Schade
William Patrick

Economic Development Commission

Gretchen Deans
David M. Hallowes
Raymond A. Dolan
Anthony Lazzaro, Jr.
Michael Botelho
Caren Kittredge
Jay Sattler

Ethics Commission

Alexandrina (Sandy) Sergio
Alan R. Spier
Nancy Thomas
Patrick Treacy
William H. Paetzold
Alternates:
Reginald L. Babcock
John Sweeney

Fair Rent Commission

Lucille Jonah
Joan Palatine
Allen Karp
Andrea Broder
John C. Hilton
David Evans
Stephen Oppenheim

Fine Arts Commission

Doris O'Rourke
Helen Litwin
Dianne Grinvalsky
Sandra MacGregor
Catherine Carlone •
Sandra Hakanson

Fire Commission

Gilbert D. Spencer
James W. Dutton
Brian E. Tyrol
Raymond Dolan
Arnold H. Higgins
Richard W. French, Jr. •

Historic District Commission

Mary Lou Barrett
Nanette Navarro
E. Marston Moffat
Dr. Trish Manfredi
Michael J. Stassen
Alternates:
Dorothy C. Cameron
Courtney MacDonald
Barbara Theurkauf

Housing Code of Appeals

Nelson C. L. Brown
Dr. Michael Lepore
W. Michael Low

Human Relations Commission

Susan Sit
Patricia A. Darling •
John C. Glezen
Joan Kemble
Virginia Hajek

Incorporators/Free Academy

Richard Mihm
Patricia Saddle mire
John Waterhouse

Insurance Advisory Committee

Robert J. Hager
Stephen J. Ludwig
Ronald E. Palmer
David Hoopes
Thomas Mullaney
Patricia Shea-Lovell
Stephen Jones

Personnel Appeals Board

Elizabeth "Betty" McLaughlin
Samuel W. McGill
Glenda Rose
Richard Vitterelli
Keith Shaw

Public Buildings Commission

Stephen Shipman
David Cox
Lisbeth Becker
Suzanne Galvin
Charles I. Monzeglio
Liaisons:
Gus Constantine
(Bd. Of Finance)

Public Housing Authority

James F. Noonan
Jeanette Pollard
Richard Inman
Zelda Lessne
Shirley Boyer

Recreation Commission

Lynn Hazard
Dennis Kerrigan •
H. James Boice *
Allyson Ravosa
Brian Summers
Anthony Gesaldo

Safety Committee

Brian Ellis
Bernard J. Herpst
Theodore R. Paulding, Jr.
Daniel Scott
Jeff MacDonald
Kathleen Kiernan-Pagani
Robert Hicks

Town Council

Susan Karp •
Walter J. Cusson
Kevin P. Graff
Barbara C. Wagner
Whit C. Osgood *
Marti Curtiss
Kurt P. Cavanaugh
Carol H. Ahlschlager
Thomas J. Kehoe

Town Plan & Zoning Commission

Sudhir A. Shah
Patricia V. Low
Sharon Jagel
William Finn
Steven Ryan
Sharon Purtil
Alternates:
Patricia Bussa
Michele Fontaine
Eric Schaefer

Water Pollution Control Authority

Bradley Northrop
John C. Gavin
Louis M. Accornero
Nils Carlson
William H. Habicht
Frank J. Laporte III
Helen D. Stern

Welles Turner Library Board

Glenda Rose
Vanessa Kerrigan
Laurie Paternoster
Lillian Levin
Deborah Lessne
Karen Fecko

Youth & Family Services Commission

Eileen Lader
Tamara Vrabely
Maraide Sullivan
Jennifer Avitabile
Angela Phelan
Roslyn (Rawlins) Spink
Luci Leone
Tricia Dougherty
Susan Calabro
Non-Voting Members:
Father Kevin Cavanaugh
(St. Augustine Church)
Dr. Stanton Avitabile,
Glas. Bd. Of Education.
Keith O'Brien, Glas.
Police Dept.

Zoning Board of Appeals

Michael H. Clinton
Sandra O'Leary
Robert Gamer
John C. Linderman
James Van Law, Jr.
Alternates:
Charles L. Monaco
Michael Fitzpatrick
Jeannie Loughlin

Connecticut River Assembly

Richard Mihm

Cox Cable Advisory Council

Patricia Darling
Lucretia Seidel
Thomas Majek
Richard C. Brown
(Bd. Of Education)

Agricultural Advisory Committee

Mario Accornero
Henry Rose
J. Baylis Earle •
Louis Bussa
Richard Ferrari
Deborah McIntosh
Michael Longo

Great Pond Stewardship Committee

Paul Kehoe
Lynn Hazard
David Gumbart
Dennis McInerney
Gerhard Schade •
Kevin P. Graff
Judy Harper
Tom Mocko

Glastonbury Housing Partnership

H. Buhl Kent
Howard O'Connell
George Allen
Barbara Ward
Ellen Carter
Sonya F. Googins
Kenith E. Leslie
Ivan Pour
Judy Harper
Camille Bushnell
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Richard P. Lawlor
Daniel A. Pennington (alt.)

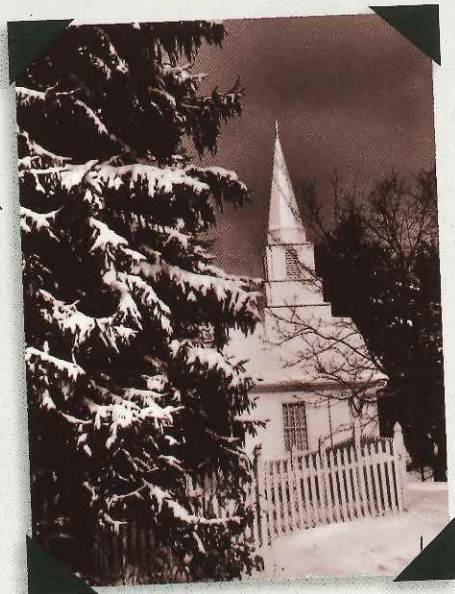
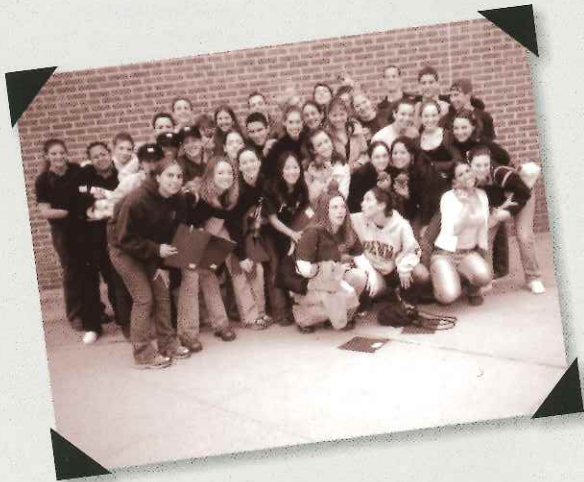
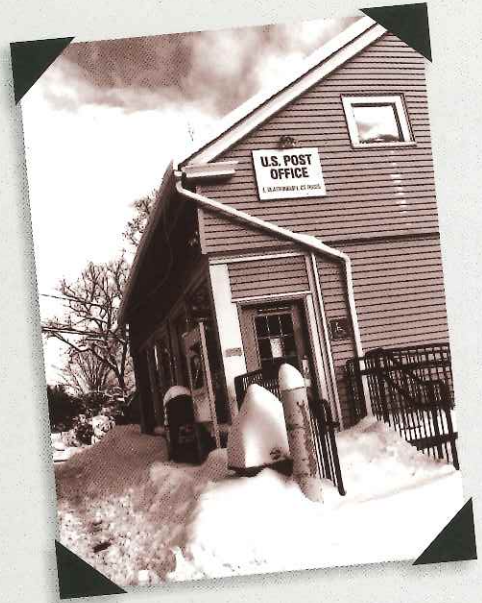
Greater Hartford Tourism District

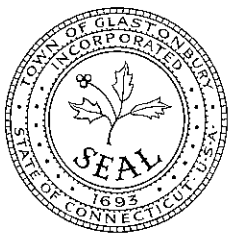
Katherine Kennedy

• Chairman
* Vice Chair



The Glastonbury Community





Annual Report Production Notes
Concept + Design: The IdeaStudio, LLC
Contributing Photographer: Kenith Leslie
Printing: Paladin Commercial Printers, LLC



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